



Town Of Milford

OFFICE OF THE SELECTMEN

~ 2003 SELECTMEN'S REPORT ~

2003 was an exciting and productive year for the Town of Milford. Much needed repairs and renovations to the Keyes Field pool area happened in record time and our residents spent many hours floating and splashing in the water. Phase II to complete the improvements will commence this spring pending the outcome of the Warrant Article. New playground equipment was installed thanks to the efforts of local citizens. Don't miss the fun! Pool tags are available at Town Hall Recreation Department and at the pool.

A survey was sent to all residents who voted in the March 2003 election. We were looking for input regarding the defeat of the Warrant Article that would have provided the Police Department with a new home. More than 75% of those surveyed returned the survey. 83% felt the Police Department needed a new facility. Of those who ranked their favorite sites, the top choice was the Garden Street School site. The Facilities Committee was formed to study the space and facility needs of the Town - focusing on the Police Department as the most pressing need. This dedicated group met weekly and with tremendous due diligence recommended building a new Police Station on the Garden Street School site. As you read this, it is with the hope that the Police Station Warrant Article will have your support at the March vote so we will be on our way to providing our police force with a safe and functional environment in which to work. We want to thank this committee for their continued interest in being involved in the community.

Great progress was made as we reached an agreement with the AFSCME Police Union along with a renewed Milford Area Communications Center (MACC Base) contract.

Several years ago, the original eagle that perched atop Odd Fellow's Hall was lowered for much needed repairs and a permanent replica was put in its place. The original eagle is being donated to the Town of Milford and will be displayed in the balcony of the Town Hall Auditorium or inside the new Police Facility. We hope to have a platform built to support the eagle and to lift it into place. Anyone wishing to donate to this project may send a donation to: Town of Milford - Eagle Fund / One Union Square, Milford.

The Union Street project seemed never ending over the long hot dusty summer. Special thanks go out to all of the residents in the area and to all of our citizens for their patience as we work on projects that are beneficial to our community.

The sidewalk and parking project for West Street/Osgood Road was completed. Our middle and high school students now have a safer place to walk.

Wonderful things are happening in the Town of Milford. Special thanks to our Town Administrator, Katherine Chambers whose work is never-ending and she always sees the bright side to every situation. We appreciate the opportunity to serve the community. Milford is a great place to live!

Sincerely, The Milford Board of Selectmen



MILFORD AMBULANCE SERVICE

1 UNION SQUARE • TOWN HALL • MILFORD, NH 03055

PHONE (603) 673-1087 • FAX (603) 673-2273

~ 2003 REPORT ~

Milford Ambulance Service continued its important charge of providing ambulance coverage for the Town of Milford in a proud and professional manner during 2003.

Activity: The Service responded to a total of 995 calls, a decrease of 19 calls compared to 2002, or a 1.9% decrease in call volume. However, the number of patient contacts increased by 1% per request compared to 2002. Of the 1,087 patients evaluated and/or treated, 791 patients were transported to a hospital of their choice with 296 patients refusing transport. The surrounding communities of Amherst, Brookline and Wilton provided mutual aid ambulance coverage to Milford on 26 occasions when both of the Service's ambulances were unavailable due to either rendering assistance or being out of service for maintenance.

In April, the Service implemented new policies and procedures, in addition to training, for compliancy with the Health Insurance Portability and Accountability Act (HIPAA). HIPAA mandates how information obtained about a patient is shared, transmitted, and stored to ensure privacy of said information.

With the passage of the warrant article in March for the purchase of a replacement ambulance, the Service took delivery of a 2003 American Emergency Vehicle ambulance mounted on a Ford E-350 chassis in November.

Membership & Training: Volunteers, encompassing National Registered Emergency Medical Technicians at the Basic, Intermediate, and Paramedic levels, continue to be the backbone of the Service. During 2003, the volunteer staff covered over 39,456 hours of call shift time in a professional and compassionate manner. Additionally, mandatory continuing education exceeded 1,400 hours. Continuing education covered such topics as patient assessment and intervention, cardiac care, airway control, cervical spine immobilization, and more.

In 2003, the Service recruited six new members to offset the loss of nine members. The new attendants completed, or are in the process of completing, a Field Training Program (FTP). The FTP is a Service initiated program designed to orient new members to Milford Ambulance Service operations and assisting the trainee in applying their EMT skills in the field.

During 2003, volunteer staffing saw a net decrease, thereby requiring the volunteer staff to provide increased hours of availability for scheduling to maintain coverage of the Service's two ambulances. Efforts continue toward recruitment and retention.

Three members of the Service became certified NH Bureau of EMS certified Instructor Coordinators in November after attending a 48-hour Instructor Coordinator course. This certification provides the Service with the ability to teach First Responder and all levels of EMT including Basic, Intermediate, and Paramedic programs.

Community Education: The Service taught several Cardio-Pulmonary Resuscitation (CPR) courses during the year. Many citizens took advantage of this life-saving training.

Additionally, the Service taught a 110-hour National Registry EMT-Basic course, of which three students were recruited by the Service. The Basic course is a combination of lecture and skills instruction covering human anatomy and physiology, medical emergencies, sudden illness, bleeding control, splinting, childbirth, pediatric emergencies, cardio-pulmonary function, CPR, emergency driving and response, and more.

The Service participated in several public education and relation programs with the schools and general public designed to enlighten the public on the capabilities of the Service and how to respond to a medical emergency.

Donations: With donations totaling \$45,000 from the Kaley Foundation, Milford Rotary Club, Marchesi Trust and Wal-Mart, the Service purchased two Medtronic Physio-Control LifePak 12 cardiac monitor/defibrillators in August to replace units operated by the Service since 1995.

In addition to being able to monitor, defibrillate, and acquire 12-lead EKGs, the Lifepak 12 units are capable of performing non-invasive blood pressure monitoring, pulse oximetry (blood oxygen saturation measuring), capnometry (carbon dioxide monitoring), and telemetry (transmission of electrocardiogram data via cellular phone) allowing for enhanced patient care. The new units weigh in at approximately at 15 pounds, or approximately one-half the weight of the old units.

Billing & Revenue: Of \$412,680 in generated revenue, the Service collected \$222,346 through December 31, 2003. These funds were deposited in the general fund, offsetting the overall cost of providing ambulance coverage to the taxpayer. ***The net budget impact for 2003 is estimated to be approximately \$149,413.***

To the personnel of the Milford Ambulance Service – *Thank you* for the dedication, professionalism, and quality pre-hospital emergency healthcare that you consistently provide and practice. It is these attributes that make Milford Ambulance Service a high quality ambulance service, one the citizens of Milford can be proud of.

On behalf of Milford Ambulance Service, I would like to thank the Town and my many colleagues for their continued support during 2003. The Service will continue to provide quality emergency pre-hospital care while continuing to earn your respect, trust and support in 2004.

Respectfully submitted,

Eric Schelberg
Director



Request for Medical Aid Monthly Analysis - 2003

During 2003, Milford Ambulance Service responded to 969 of 995 requests for medical aid in Milford. The 26 requests that the Service was unable to respond to were responded to by mutual aid ambulance services. Additionally, Milford Ambulance Service provided mutual aid ambulance coverage to the other communities on 22 occasions.

The following graphic is a monthly breakdown of said requests:

<u>Month</u>	<u>Monthly Total</u>	<u>Mutual Aid to Milford</u>	<u>Mutual Aid Requests by Other Towns</u>
January	67 (3) *	4	Amherst/Mont Vernon: 5
February	83 (0)	1	Brookline: 0
March	74 (2)	1	Wilton/Lyndeborough: 17
April	80 (3)	5	Total 22
May	62 (0)	4	
June	95 (3)	4	Number of Individuals
July	96 (3)	2	Transported: 791
August	103 (1)	1	Number of individuals that
September	83 (2)	0	Refused Transport: 296
October	86 (4)	0	Total Patient Contacts: 1087
November	69 (0)	3	
December	93 (1)	1	
Total:	991 (22)	26	Total requests for medical aid in Milford in 2003: 995

* The number in parenthesis is included in the monthly total and indicates the number of mutual aid assists by Milford Ambulance Service to other communities.

The following graphic is a monthly breakdown of said requests:

Complaint Analysis - 2003

Cardiac	96
Cardiac Arrest	8
Respiratory	95
CVA	11
Seizure	18
Diabetic	10
Abdominal	52
Syncope	19
OD (Drugs/Alcohol)	21
Fractures	8
Bleeding/Shock	38
Head Injury	50
Burns	2
Psychological	23
Unresponsive	15
General Weakness	28
Generalized Pain	161
Other	136
No Transport	296
Total:	1087

Location Analysis - 2003

Home/Residence	403
Elderly Housing	29
Physicians Office	30
Milford Medical Center	34
Commercial/Industrial	49
School	14
Nursing Home	55
Hospital	0
Motor Vehicle Accident	66
Other	407
Total:	1087



Town Of Milford

ASSESSING DEPARTMENT

~ 2003 REPORT ~

The final values were given to the Department of Revenue Administration in early September and the Selectmen accepted the appraisal of our community. A tax rate was set on September 29, 2003, and the new tax bills went out on October 30, 2003.

The Selectmen have certified the new assessment and sales information for the 2003 Equalization Municipal Sheets Certificate mandated by the Department of Revenue Administration. A true measure of the assessments has not been determined by the DRA and will not be known prior to the printing of this report.

On or about February 25, 1998, the Board of Tax and Land Appeals of the State of New Hampshire (BTLA) issued an order that directed the Town to perform a reassessment for tax year 2000. After final appropriation of funds for the reassessment at the March 1999 Town Meeting, the Town entered into a contract with Cole-Layer-Trumble (CLT) on or about March 31, 1999, to carry out the ordered reassessment.

CLT conducted a full revaluation on behalf of the Town in tax year 2000. However, the BTLA found that CLT had failed to address the BTLA's concerns regarding the reassessment, and concluded that CLT failed to perform a satisfactory reassessment.

The BTLA issued an Order on May 16, 2003. In this Order, the Board ordered the Town to proceed with a four-year reassessment plan to be completed for tax year 2006. The Town was ordered by the BTLA to raise and appropriate funds to acquire a new CAMA system and enter into a contract with another Appraisal Company to assist the Town for the 2006 reassessment.

Gregory A. Heyn, Assessor

Total Property Taxes Assessed	\$24,463,911
Less: War Service Credits	<u>\$ (64,200)</u>
Total Property Tax Commitment	\$24,399,711

	Tax Assessed	Net Valuation	Rate
\$ 4,605,513 ÷	\$757,500,750 =	\$ 6.08 per thousand, state education tax	
<u>\$19,858,398</u> ÷	\$771,495,950 =	<u>\$25.74</u> per thousand, local property taxes	
\$24,463,911		\$31.82	

BUILDING DEPARTMENT

~ 2003 REPORT ~

Ninety-seven new single-family home permits were issued this past year. Of the ninety-seven permits, eighty-eight were regular single family and nine were elderly single-family units. Comparing the permits of 2002 to 2003, the same number of regular single-family permits were issued. Looking further into when the lots were approved, forty-eight of the permits issued were on lots approved ten or more years ago by the Town or on lots of record prior to the adoption of zoning. The remaining permits were issued on lots approved within the last 5 years.

Miscellaneous residential permits were up slightly compared to 2002. Pools, decks, and additions were the strongest, with the balance being renovations and remodeling for 231 permits compared to 215 in 2002. One item found this year was that the people who built open decks are now building screen porches. They comment that the bug population has made them enclose their decks.

Multi-family construction has been strong in 2003 with 82 units having been built. The largest project was on Ponemah Hill Road where 66 units occupy two buildings. The remaining 16-multi family units were elderly housing. Presently there are three more elderly projects under construction: twelve units are located off Amherst Street, twenty-one units are located off Nashua Street, and fifty-five units are at Ledgewood Drive.

Activity this year for new commercial construction has been fair. On Emerson Road, two previously approved buildings are underway totaling 10,000 sq. ft. A new veterinary clinic is under construction on Elm Street and a new gas station and convenience store were also completed on Elm Street. On Nashua Street, a fuel storage facility was built and on Jones Road, a new car wash is under construction. There has been no new industrial building this year. As for miscellaneous commercial and industrial permits, forty-nine were issued which is slightly up from last year.

In comparing the amount of building starts from 2002 to 2003, the number of regular single-family homes was the same as 2002 and the difference was nine elderly single-family homes. The biggest increase in building starts for 2003 was multi-family units and I do expect in that in 2004 there will be an increase in the number of elderly units.

In closing, I would like to thank all the staff in the Building and Planning Departments. We all work closely together in helping to serve the people of Milford. I would especially like to thank Shirley Carl, who retired at the end of 2003. I had the pleasure of working with Shirley for fourteen of her twenty-seven years with the Town of Milford. Shirley served the Town of Milford with dedication and pride. She will be missed and I hope she will enjoy many years of retirement.

Kevin Lynch, Building Inspector

BUILDING PERMITS STATISTICS

Type of Permits

<i>Single family</i>	88
<i>Elderly single family</i>	9
<i>Miscellaneous Residential</i>	231
<i>Manufacture homes</i>	0
<i>Multi-family</i>	82
<i>New commercial/Industrial</i>	7
<i>Miscellaneous Commercial, Industrial</i>	49
<i>Single family</i>	88
<u>TOTAL</u>	<u>554</u>

Total Number of Permits Issued – 2003

<i>Electrical permits</i>	278
<i>Plumbing permits</i>	132
<i>Mechanical</i>	158
<i>Driveway</i>	81
<i>Signs</i>	40
<u>TOTAL</u>	<u>689</u>



TOWN OF MILFORD

DEPARTMENT OF EMERGENCY MANAGEMENT

~ 2003 REPORT ~

2003 has been an active year for our Emergency Management Department in training, equipment, and grant acquisitions. The Department also accepted donations from local businesses, all of which helped with the upgrading of our Operations Center, and office equipment needs.

Emergency Management has also acquired a vehicle, which was a retired ambulance, reallocated from the Milford Ambulance Service. It will be retrofitted with communications equipment to allow for mobilization to a command post area, should the need arise, to facilitate in communicating with an assortment of groups including, but not limited to local, state and federal agencies.

Grants have also been awarded for use in outfitting the Emergency Operations Center where department heads would meet and discuss emergency plans in case of an area or local disaster such as hurricanes, floods, snowstorms, and/or evacuations. These grants have been utilized to aid in coordinating multi-agency training sessions in both tabletop and in-the-field scenarios.

The volunteers in this Department have logged over 1,300 hours in grant management, monthly meetings, equipment maintenance, radio installations, and training sessions for the year 2003.

As in the past years, the volunteers kept a watchful eye over the fruits of The Great Pumpkin Festival during the over-night hours without incident.

In 2004, we will move ahead and plan to increase volunteer membership, training, re-write the Emergency Operations Plan with an updated version, apply for grant funding, both on the state and federal level, and do the best we can to serve the Town of Milford when and if called upon.

Respectfully Submitted,
Steve Rougeau
Director Emergency Management



MILFORD FIRE DEPARTMENT

~2003 FIRE DEPARTMENT REPORT~

Richard J. Pauley
Fire Chief

Once again, it is my pleasure to submit the Annual Report of the Milford Fire Department. As in previous years, this report for the year 2003 will outline where *your* Fire Department has been successful and present areas that need attention.

ACTIVITY LEVEL

The Milford Fire Department responded to a total of 1,007 requests for assistance in 2003. This was an increase of 170 calls (or 20.5%) as compared to 2002. As has been anticipated, this increase in activity level can be attributed to the continued growth of the Town and, as such, we need to take the necessary steps to prepare this Department for the correlating increase in activity in order to best serve you and meet your needs. In 2003, we performed more than 8,700 hours of activity in supporting requests for assistance (emergency and non-emergency) and training.

With the cold weather upon us, please ensure your furnace or boiler is operating efficiently and safely. This will help reduce your overall energy costs and make sure potentially harmful carbon monoxide gas is not present in your home. In addition, if you heat with wood make sure your chimney is clean (we recommend at least two cleanings a year, more if you use your woodstove on a daily basis) and maintain sufficient clearance to combustible materials. Above all, PLEASE have a minimum of at least one working smoke detector on each level of your home. As always, should you have any questions or concerns on any other fire prevention matter, please don't hesitate to contact us.

At the present time, the Department is made up of 4 full-time employees (Fire Chief, Fire Inspector, Training Officer and Administrative Assistant) and 41 very dedicated and well-trained on-call personnel. The full-time personnel are responsible for the administrative, fire prevention, training, and preventative maintenance issues that need to be handled on a daily basis as well as for responding to emergencies during the weekday. With your approval at the 2003 Town Meeting, we were able to hire a full-time Training Officer who also serves as an Apparatus Driver/Firefighter for weekday coverage. The individual who performs in this position is multi-tasked with the ability to handle the myriad of training issues including review of mandated training requirements, course requests, curriculum development as well as light vehicle and station maintenance and daily apparatus/equipment checks. In the four months that this position has been filled, we have made significant advances in each of these areas.

I am proud to report that Milford continues to be the largest community in the State that is still served by a predominantly "on-call" Fire Department which continues to save the taxpayers well over \$700,000.00 annually in full-time payroll costs. However, as is becoming increasingly evident, we are experiencing a shortage of daytime fire/rescue

personnel due to employment obligations and in the very near future, we will need to provide additional weekday staffing for this Department.

TRAINING

All Department members are required to obtain State Firefighter Level I and be rescue certified within one year of joining the Department. In addition, each member is required to make a minimum of two drills a month (company training and rescue related). We continue to improve and expand our skills as a result of ever changing circumstances to include updated hazardous materials, technical rescue, and other specialized training. Six members have earned their State Firefighter Level I certification and one member earned his State Firefighter Level II certification in 2003. In addition, eight Department members participated in an in-house eight-week driver/operator course. Overall, the members of this Department participated in over 4,746 hours of training in 2003.

FIRE PREVENTION

The Fire Prevention Division was very busy in 2003, again as a result of the continued growth of the Town. Major projects reviewed and completed include four new multi-family apartment buildings (Woodland Heights and Quarrywood Green), two senior housing developments, as well as ongoing development of Ledgewood Estates and five major residential site developments (Badger Hill, Boynton Hill, Christmas Tree Lane, Federal Pointe and Patch Hill). Each of these projects (or buildings to include single family residences) requires numerous inspections for initial site work, underground tanks, heating and mechanical equipment, fire alarm/fire protection systems, and final certificates of occupancy. Accordingly, significant time is required to inspect (and in many cases re-inspect) these occupancies as well as the existing buildings and occupancies that require annual life safety/fire prevention compliance review within the community.

Overall, this Department issued 318 alarm system permits, 10 oil burning equipment permits, 360 gas permits, 12 assembly permits, 10 blasting permits, 42 underground tank permits, 37 miscellaneous permits/approvals and 548 outdoor burning permits. In addition, 176 other life safety and fire prevention inspections/contacts were made and 47 fire drills were conducted. I continue to be very proud of our highly successful public education programs in both the elementary and middle schools. The "Learn Not To Burn" and "Risk Watch" education programs are highly acclaimed and well received by our young people and educators within the school system. We are recognized statewide for our efforts in this area and have developed an outstanding educational partnership between the Milford schools and Fire Department with our children being the true winners in this regard. My personal thanks to our Fire Prevention Officer, Captain Alan Locicero and staff of both the Milford Elementary and Middle Schools for their hard work throughout the year in our school age education efforts.

EQUIPMENT

I am very pleased to report that in October we received a FEMA "Fire Act" grant from the federal government for a second year in a row. This award in the amount of \$82,500.00 will be used for the purchase of new protective clothing (turnout coats and pants) and gear storage racks for the Fire Station. You may recall last year we received a Fire Act grant in the amount of \$60,000.00 to complete our self-contained breathing

apparatus (SCBA) upgrades and this second award, like the previous one, is a 90/10 match. This grant award will allow us to replace our protective clothing at a savings of over \$74,000.00 to the Town. These awards are highly competitive and we are very fortunate to have received grants two years in a row.

APPARATUS AND FACILITY

Overall, the Department fleet is in very good condition with the exception of Engine 3, our 1982 Mack engine. This past year we spent over \$12,000.00 in emergency pump repairs to this truck and have been advised by two separate fire apparatus repair facilities that the frame, chassis, and cab underbody has deteriorated significantly due to rust and rot. Both have strongly recommended that this truck be taken out of service within the next 18 months. As such, we will be asking for your authorization to replace this engine at the 2005 Annual Town Meeting. We have taken steps to prolong the useful life of this vehicle at the most minimal cost possible, while still keeping it in service, however it is imperative that we replace this apparatus in 2005.

As has been outlined since 1997, we need to address the facility (space) needs of this Department. We have outgrown the existing Fire Station due to insufficient apparatus storage space, office and training area and storage rooms.

Other issues include public access to the apparatus floor, which presents a number of safety and security issues. The most cost effective and logical solution to this issue is expansion of the existing fire station, which must be accomplished, in the very near future. In addition, the Town is in need of a substation at the west end of Town and we believe that the Town-owned BROX property is the best location for this satellite facility. We all recognize that Milford is a very desirable community to live in and as its rapid growth continues, we must provide essential public safety (fire, ambulance and police) services to include additional personnel and adequate facilities.

Even though we must address the acute space needs of this Department, we have opted not to put forward an expansion proposal to allow the Town to focus on the replacement of the existing Police Station, as this should be our top priority as a community. It is critical that we approve a new Police Facility so that our law enforcement personnel have the ability to work in a safe and efficient building. Once a new Police Station has been approved, we will ask that the Town focus on the facilities needs of this Department.

ADMINISTRATION

At the 2003 Town Meeting, voters approved reorganization of the Fire Department, which abolishes the Board of Fire Wards in March 2004 and brings the Department under the ultimate authority of the Board of Selectmen. We have spent the last year completely updating the Department Rules and Regulations and Standard Operating Guidelines in preparation for this change. Many individuals have spent considerable time on this transition to ensure its success including the Board of Selectmen, Fire Wards, and Town Administrator. I am very appreciative of their efforts. I am confident that this reorganization will benefit both the community and the Department in terms of efficiency, resource allocation, and overall delivery of service. The input and feedback of Department members throughout this process has been welcome and appreciated.

In closing, thank you for your continued strong support of *your* Fire Department. The future of this Department is very bright and we will continue to do our very best to meet your needs and expectations. However, as a community we must recognize that this Department is at a critical juncture with respect to adequate daytime personnel staffing and facilities and must begin to address deficiencies in both these areas. With respect to the daytime coverage in the next four years, we will most likely need to add two or three full-time employees to augment our weekday response capabilities. On many days, we are receiving multiple requests for assistance, which the majority of our on-call personnel are not able to respond to because of employment obligations. In addition, as has been outlined previously, we need to address the shortage of space at the Fire Station, which can best be solved with an addition to the existing building and the construction a substation to protect the rapidly growing west side of Town.

Finally, above all I would like to recognize the hard work and dedication of the members of *your* Fire Department who are continuously *serving our community with pride*. Our firefighters make themselves available 24 hours a day, 7 days a week, at significant personal sacrifice. Their commitment to protecting our community comes at great expense with many sleepless nights, time away from their loved ones, and in many cases financial cost. Their dedication is nothing short of remarkable and I thank each of them for another very successful year. On behalf of the Milford Fire Department, have a happy and safe 2004.

Respectfully submitted,

Richard J. Pauley, Jr., Fire Chief

Milford Fire Department

2003 Incident Reports

<u>Calls by Situation Found</u>	<u>Total</u>	<u>Hazardous Condition Calls</u>	<u>Total</u>
Building fires	13	Smoke alarm activation/smoke removal	106
Chimney fires	7	Alarm activation system malfunction	59
Cooking fire/confined	13	Alarm activation/unintentional	46
Oil burner/boiler malfunction	11	Carbon monoxide alarm	5
Vehicle fires	13	Malicious false alarm	9
Brush/woodland/outside fire	8	Electrical malfunction/overheat/sparking	10
Dumpster/rubbish fire	4	Power lines down	17
Fires/miscellaneous/other	5	Over pressure/steam	4
Illegal/non permit fire	11	Water problem/evacuation	11
Authorized/control burn	21	Gas leak/natural or liquid propane	13
Good intent call/mistaken for smoke/other	32	Flammable or combustible fuel spill/leak	17
<u>Mutual Aid Given</u>		Hazardous conditions	7
Building fires/brush/station coverage	10	Hazardous materials leak/spill	6
Rescue Calls		Weather emergency/standby	3
Medical/Ambulance assist	65	Suspicious package/citizen assist	5
Motor vehicle accidents/cleanup	56	Service calls/assist public/non-emergency	367
Motor vehicle accidents w/injury	20		
Motor vehicle accident extrication needed	12	Total calls for 2003	1,007
Extrication/ice rescue/search/other assist	21	<u>Increase of 170 calls in 2003 compared to year 2002</u>	

HEALTH DEPARTMENT

~ 2003 REPORT ~

Bio-terrorism is still a concern of the Federal government and the State of New Hampshire. Public Health officials are working to develop response plans to any bio-terrorism threat. The Town of Milford emergency services and the Office of Emergency Management are working on response plans and procedures. Much to all of our dismay, bio-terrorism is very difficult to plan for due to the many variables.

This past year, there were no reported cases of West Nile Virus in the Town of Milford; however, this is not to say there is no West Nile in the Town of Milford. It is here. Precautions must be taken to prevent mosquito breeding areas by properly disposing of old tires and eliminating standing pools of water.

There were required inspections and reported complaints this past year for day care facilities, housing and restaurant conditions, water quality concerns, and leach field failures. Water quality is the main concern with private wells. I would recommend to everyone on a well that they have their water tested. In one area of Town, a small number of wells have been contaminated with a gas additive known as MtBE. The State of New Hampshire Department of Environmental Services is testing this area and working with residents to resolve the problem.

In closing, this past year went well with very few major problems. I would like to thank the Board of Health and the residents of Milford for their cooperation. Hopefully 2004 will be a healthy year for you.

Kevin Lynch, Health Officer

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Milford Town Hall, 1 Union Square, Milford, NH 03055 - 4240 (603) 672 - 1069

~2003 HOST HOMES PROGRAM REPORT~

The Host Homes Program provides respite, intervention, and referrals to the adolescents of Milford. This is the seventh year we have been providing such services. We had projected being able to service 50 individuals and in fact provided service to 99 individuals during the past year.

Respite care was provided to seven adolescents for a total of 308 days in 2003. The adolescents continued in school, their jobs and engaged in mediation through the Milford Area Mediation Program. The Host Home Program provides seven days a week, 24-hour a day response and support to the Host Home guests, families, and referral agencies. Host Home families feel comfortable calling at any time, day or night, if the need occurs. The program addresses their concerns immediately.

When we received referrals for teens we were unable to place, we supported them and offered them resources with other area services. Those services included: Rape and Assault services, The Teen Clinic, Community Council, Alcoholics Anonymous and the Traditional Living Program. Milford Mediation and Hillsborough County Family Intervention have been lifesavers for children involved with Host Homes. The local churches have been supportive as well.

With the adolescents placed in Host Homes, we have continued to stay involved with them and their families, even after the placement has ended. Host Homes has helped with summer plans including job placements and volunteer work. This has helped ease the pressure on families. Adolescents and their families know they can call for support and help. They know that at the very least we will initiate a referral. It's amazing how often we hear from them and their requests are so heartwarming.

The Host Homes Program works in conjunction with many agencies. Specifically it is a privilege working with Milford High School and Milford Middle School. Our relationship over the past few years has developed into a very trusting one. This is also true of the Milford Police Department. The community of Milford continues to welcome and support the Host Homes Program and we are very grateful to them for that support.

We are grateful to the Town of Milford for their continued support of the Host Homes Program. Your enthusiasm is very welcome. We also wish to thank the Wadleigh Public Library, who offers us such delightful space. Clients always feel comfortable under difficult circumstances in our bright, cheery building.

During the year 2003, we welcomed two new host homes to the program. One in particular, has become very active and we are so grateful. Our gratitude continues

towards our incredible existing homes. Thank you all so very much for the contribution you make to your community. You are very special people and the true backbone of this program.

Finally, we are always looking for new homes. Please take a moment to consider if you have a spot in your heart and home to help a teenager in need. We offer training and support and you would be joining our other wonderful homes in providing this much needed service for area youth. While we welcome traditional families, we encourage anyone to consider if they might be right for the Host Homes Program Please call if you would like additional information. Thank you very much.

Respectfully submitted,

Mary Pat Jackson, Host Homes Program Coordinator



MILFORD AREA MEDIATION PROGRAM

~2003 MILFORD AREA MEDIATION REPORT~

The Milford Area Mediation Program offers mediation services to residents of Milford and surrounding towns. The funding for this program is provided by the New Hampshire Department of Health and Human Services in partnership with Hillsborough County's 6% Incentive Fund Program and support from surrounding participating towns. The program also received contributions from those served during the year and from the Kaley Foundation.

Referrals to the program come from police departments, school districts, court, and several human services agencies. Although the bulk of the mediations are with families, couple and divorce mediation is also offered. Examples of areas of conflict that families have turned to Milford Area Mediation for help in successfully solving include: general family disagreements, adolescent runaways, parenting, school related concerns, adjustments to changes in families, pre-delinquent behavior, teenage independence, responsibility, and truancy.

The families who participate in mediation usually work with a volunteer for 2 hours a week for approximately 3 months. This past year the program provided assistance to 100 families. This means that Milford Area Mediation provided over 2,000 hours of direct service to families. This total does not include consultation time, inter-agency work, and supervisory responsibilities.

Although funding is essential to the continuation of the Milford Area Mediation Program, three additional and equally important pieces must be in place to have a successful program. The Wadleigh Library Board of Directors has for four years provided our wonderful office and meeting space in the Library Annex. The Board of Selectmen have repeatedly supported the program and continue to do so. The volunteer mediators in the program are the backbone of the program. I am thankful each time I call a volunteer to work on mediation. I listen as they think through their schedules to find a time they can mediate. The volunteers always find time and willingly devote several hours a week to the program.

I am pleased to provide the residents of Milford with this program. I look forward to the work that the volunteers and I do with the families. Coming to work each week is a pleasure.

Respectfully submitted,

Kathleen E. Fitzpatrick, MS



TOWN OF MILFORD

PLANNING AND COMMUNITY

DEVELOPMENT

~ 2003 REPORT ~

Maintaining and enhancing Milford's attractiveness, as a place to live and conduct business, requires the daily regulatory oversight of land development activities, as well as the implementation of long-range community development efforts. Providing services that support these efforts is the function of the Department of Planning and Community Development.

This Department provides assistance to the general public, as well as technical support to Town boards and commissions. Because the demands and initiatives required of the Department necessitated additional staffing, funding for a Planning Technician position was approved in the 2003 Town Budget. Lincoln Daley was hired mid-year to focus on increasing the Department's ability to make the development review process more thorough and efficient. Other responsibilities of this position include spearheading efforts to implement a Town-wide geographic information systems (GIS) program. The position also allows for additional support needed for ongoing projects. Also, new to our staff is Shirley Wilson, who as the Departmental Administrative Assistant will be challenged with the demands of customer service, the demands of moving us forward with technology, and working in an often-times crazy and conflict-oriented environment.

Long-range planning efforts continue to move forward as time and resources allow. These projects include review and rewriting of sections of the zoning, subdivision, site plan and other regulations; development of growth management techniques; establishing and assessing impact fees; managing special projects such as the pedestrian bridge over the Souhegan River, updating sections of the **1999 Master Plan Update**, traffic and transportation, housing, economic development, and Town facilities.

A major initiative from the Department was the formation of the Facilities Master Plan Committee, which was authorized by the Board of Selectmen with the mission "to develop a comprehensive community-supported Town and School facilities master plan, with background that supports specific recommendations for facility size, location, function, and timing for construction; and to implement specific actions to inform, educate, and gain approval from the elected officials and citizenry of Milford in implementing the plan". Staff support for the efforts of this important task was a major component of the Departmental work program, and will continue into 2004.

This Department will also continue to provide the technical support needed by the Planning Board in its ongoing struggle to develop a fair and comprehensive growth management strategy for the community. Tools such as limiting residential building permits, phasing of new development, growth moratoriums, rezonings, and regulation and policy modifications will be areas of tremendous study and discussion. Other efforts will involve the Industrial and Community-Use related Master Plan for the BROX property, and special projects such as the Souhegan River pedestrian bridge that is proposed to connect Keyes Field with the new Boys and Girls Club Facility, and the additions of new sidewalks that will lead to Mont Vernon Street, and the North River Road / MCAA fields.

The Department of Planning and Community Development strives to serve the community by providing assistance in land use related matters. For the past 27 and one-half years, our Administrative Assistant Shirley Carl has undertaken this responsibility by supporting the Planning, Building, Health, Inspections, Planning Board, and Zoning Board of Adjustment. Mrs. Carl retired at the close of 2003 and her dedication, knowledge, and wisdom will be missed. We thank you Shirley and wish you a happy and healthy retirement.

I would also like to express my appreciation to Walter Murray, Chairman of the Planning Board, whose resignation from the Board at the very beginning of 2004 means the loss of over nine years of Board experience, insight, and credibility which he brought to each and every meeting and work session. Chairman Murray's common sense approach, support, office visits, and friendship will be personally missed.

As always, this Department strives to be open and customer service focused. Please feel free to communicate with us to have questions answered or concerns addressed by using the Town website, telephone, or by visiting the office.

Respectfully submitted,

Bill Parker

Director of Planning and Community Development



MILFORD POLICE DEPARTMENT

589 Elm Street, Milford, NH 03055-4304



FRED G. DOUGLAS
CHIEF OF POLICE

603-673-7742
FAX 603-672-6025

~ 2003 POLICE DEPARTMENT REPORT ~

With much enthusiasm, the Milford Police Department's **Mission Statement** was not only met, but was also exceeded in 2003. Through the continued support of the citizens of Milford and the dedication of all employees to their profession, protection of life and property continues to dominate our everyday service to the community.

Personnel: Again this year our agency was minus patrol officers because of situations beyond our control. Full-time officer **Hunter Philbrick** was activated back into the Military as was part-time officer **Danny Wade**. These officers were absent for either most of the year or the entire year. They have since returned and we thank them and their family members for their dedication to this country.

In March, **Officer Kevin Furlong** was hired, bringing several years of experience with him, which has been very positive for our agency and community. We are excited with the addition of Officer Furlong to the Patrol Division.

Finally, congratulations to full-time Patrol Officers **Ben Lessard** and **Shawn Pelletier** for their successful completion of the 131st New Hampshire Police Academy in June of this year.

Administration / Clerical: Again this year, as in previous years, the clerical support personnel continue to be great asset to the community and organization. During the year, our agency hired three new part-time clerical employees. In January, **Maureen Prendergast**, in February, **Diane Browning** and in October **Wilma Bates** were brought onboard. Because the part-time clerical position's job description and responsibility is to work all weekends and holidays, and to fill in last minute for our full-time clerk, their dedication is truly appreciated. We all welcome and appreciate the full-time and part-time clerical employees, including our recent additions.

Patrol Division: The Patrol Division was very busy due to being down patrol personnel throughout the year. Although the calls for service/officer activity statistics are slightly down this year, the types of crimes/investigations are different. As an example, the statistics compared to year 2002 indicates that robberies increased, thefts increased, vandalism increased, weapon violations increased (1 homicide). Conversely, assaults decreased, disorderly conduct decreased, drug violations decreased, domestic violence decreased, while stolen vehicles remained the same. These statistics are only a reflection of the services that the Town of Milford demands.

TOTAL CALLS FOR SERVICE/OFFICER ACTIVITY: 32,024

<u>Criminal</u>		<u>Non-Criminal</u>	
Arson	4	Animal Complaints	229
Arrests	370	Accident (Reportable)	322
Assaults	148	Alarm	374
Burglary	29	Citizen Assists	484
Disorderly Conduct	96	Directed/Radar Patrols	2,794
Drug Violations	87	Escorts/Civil Standby	500
Domestic Violence	120	Fire Assists	106
Forgery	22	Medical Assists	187
Fraud	118	Missing Persons	23
Homicide	1	Mutual Aid	84
Kidnapping	4	Runaway Juveniles	27
Robbery	4	Suicide/Attempted Suicide	12
Thefts (all)	177	Business Checks	13,598
Sexual Assaults	29	<u>Motor-Vehicle Statistics</u>	
Stolen Vehicles	15	Summons	641
Vandalism	250	Warnings	3,012
Weapons Violations	9	Fatal Accidents	1
		Parking Tickets	248

Detective Division: This division again supported the Patrol Division. There was a 20% increase in the overall criminal investigations conducted compared to year 2002. As a result of this increase in caseload the addition of a third detective (transferred from the Patrol Division in September) was initiated. **Officer Dominique Sterlin** was selected to fill this vital position and this has been a positive step in managing the caseload.

There were several major investigations this year that the Detective Division spent an extensive amount of time on, such as a pending homicide investigation, several sexual assaults and a kidnapping and sexual assault.

<u>TOTAL INVESTIGATIONS: 301</u>			
Homicide	1	Sexual Assault (all)	25
Kidnapping	1	Burglary	19
Anthrax Hoaxes	0	MPD Backgrounds (new officers)	1
Untimely/Unattended Deaths	4	Attempted Suicide	0
Arson	4	Theft/Fraud	22
Assault (all)	8	Missing Persons	3
Forgery	10	Drug Cases	19
Criminal Mischief/Vandalism	1	Domestic Violence Cases	5
Witness Tampering	0	Child Custody/Abuse	10
Fugitive From Justice	0	Child Pornography	8
Juvenile Cases	5	Dissemination of Sex Offender Info	0
Indecent Exposure	0	Background Checks (other agencies)	69
Prostitution	0	Other Cases	51
Sex Offender Registered and/or Failure to Register	20	Arrests/Assists	15

Prosecution Division: This year the overall arrests increased by one percent but the actual time spent in court proceedings decreased by twenty-two percent. There was also a decrease in the number of Juvenile Petitions filed with the Milford District Court. The decrease was by twenty-three percent from year 2002. It should be noted that the Milford District Court caseload for juvenile cases were down by nine percent. The Milford Police Department accounted for thirty-nine percent of the total amount of petitions filed with the Milford District Court.

Additionally, the Prosecution Division handled several cases of Felony level, which requires much more time by the Prosecutor and Support Personnel.

PROSECUTION TRIALS/APPEARANCE TOTALS: 1,538

Arrests	370	O/T Court Appearances	166
O/T Hours	624.5	O/T Paid Out	\$17,334
Arraignments	390	Charges	710
Trials	348	Motions/Sentencing/Reviews	50
Probable Cause Hearing	40	Total Events	1,538
Milford Juvenile Petitions filed		76	
Total for Milford District Court (includes Milford and other surrounding areas)		195	

In addition to the regular caseload, the Prosecutor handled the following cases:

Paperwork Service	41	Criminal Mischief	1
Disorderly Conduct	1	Arrests/Assist	5
Police Information	1	Total	49

K-9 Unit: Officer Dean Hardwick and police canine “Zed” attended and graduated from the New Hampshire State Police K-9 Academy in March of this year. This unit continues to enhance the Patrol Division and is a positive community-policing tool for the children of our community.

Officer Hardwick and police canine “Zed” are furthering their skills as a “team” by currently attending training for certification in the Drug Search field. They are due to graduate in early 2004. This should prove very beneficial to the community and our agency.

DEPLOYMENT/TRAINING TOTALS:

Building Searches (Alarms/Open Doors)	16
Field Searches (Criminal Suspects/Fugitives /Missing Persons)	7
Security/ Search Warrant Assists	1
Public Demonstrations	2
Total	26
Total Training Hours	628

School Resource Officer: The SRO position continues to play a vital role in maintaining the “partnership” between the Department, children, and school officials. In addition, the SRO Officer handled a large volume of cases within the school system, thereby relieving the Patrol Division from the need to expend even more time on calls for service.

The SRO Officer attended training this past year on the new 5th Grade DARE curriculum. This brings the total number of grades being instructed in the DARE Program to four, the 1st, 3rd, 5th and 7th graders all receiving the lessons.

SCHOOL RESOURCE OFFICER STATISTICS: 239

Assault	29	Sexual Assault (all)	1
Child Abuse	11	Indecent Exposure	0
Theft/Fraud	26	Illegal Drugs	4
Prohibited Sales (alcohol)	4	Criminal Mischief	13
Disorderly Conduct	18	Reckless Conduct	1
Tobacco (minors)	5	False Public Alarms	0
Criminal Trespass	9	Harassment	3
Runaway	0	Criminal Threatening	3
Bomb Threat	5	False Fire Alarm	0
Weapons Violation	2	Burglary	1
Domestic Cases	1	Alarms	0
Mutual Aid	2	Accidents/Conduct After	6
Town Ordinances	3	Fireworks	3
Medical Assist	3	Property Cases	2
Arrests/Assist	16	Resisting Arrest	4
Other	64		

Fleet: Fleet maintenance was difficult and expensive this past year. The main reason for this was that we did not receive the planned amount of cruisers in year 2002. This caused more labor/part expenditures in order to keep the older vehicles functioning safely. These vehicles would have been rotated out had the replacement plan been followed.

With the support of the Board of Selectmen, our agency applied for and received a Federal grant. This grant has allowed us to purchase a motorcycle that will be added to the fleet. In addition, the grant will pay for officer training and the purchase of required equipment for this specialized unit. We anticipate this unit will be added to the Patrol Division in late spring of 2004. We see this unit as an excellent community-policing tool that will assist in undertaking proactive measures as they relate to traffic enforcement.

Closing Remarks: It is extremely important for all of us to recognize that in a very real sense, it is the citizens who are the police. History, tradition, and law dictates this reality. Police officers are those members of the public who are compensated to give full-time attention to sworn duties, which are actually the responsibility of all members of society. We, as police officers, cannot hope to accomplish our goals and objectives without the willing cooperation of the citizens of Milford. Law enforcement effectiveness depends on massive public support. A well-informed citizen is essential to our democracy.

We wish to thank all the employees of the Milford Police Department. Their professionalism and commitment is constant! Again this year, our thanks go out to the citizens of Milford, Milford Board of Selectmen, Budget Advisory Committee, Department Heads, and their staff for support. Again, we look forward to serving everyone to the best of our ability in 2004.

Finally, members of the Milford Police Department would like to convey a very special “thank you” to all members of the **Milford Facilities Master Plan Committee**. The dedication, commitment, and unselfish time that you as citizens of Milford have spent is second to none. We understand that the committee's “mission” is a very delicate balance between making recommendations for an efficient and safe working environment for the employees of the Town and the tax impact. Again, we thank each and every one of you!

Respectfully submitted,

Frederick G. Douglas Jr., Chief of Police

MILFORD PUBLIC WORKS

289 SOUTH STREET
MILFORD, NEW HAMPSHIRE 03055
(603) 673-1662

CEMETERIES / PARKS
HIGHWAY DEPARTMENT
RECYCLING / TRANSFER CENTER
TOWN BUILDINGS
WATER DEPARTMENT
WASTEWATER TREATMENT FACILITY



~ 2003 DEPARTMENT OF PUBLIC WORKS REPORT ~

Respectfully Submitted By: William F. Ruoff, Director

REGULAR APPROPRIATIONS

CEMETERIES - In addition to the routine maintenance of the Town's five cemeteries which includes mowing, watering, and fertilizing where necessary the following projects were attended to:

- **RIVERSIDE CEMETERY** – We continued with our annual maintenance program, which included fertilizing and seeding various sections of Riverside. At the maintenance building we installed more stockade fence around the storage area behind the building. We will complete the enclosure in 2004. In Section I of the cemetery we filled, graded, loamed and seeded a new area that will provide for approximately 70 new 2-grave lots. In Section J we filled, graded, loamed, and seeded a new area that will provide for approximately 10 new 4-grave lots.
- **WEST STREET CEMETERY** – We continued with our ongoing annual maintenance and made miscellaneous repairs to fencing and other structures. There were no interments at West Street cemetery this year.
- **NORTH YARD CEMETERY AND UNION STREET CEMETERY** – We continued with our ongoing annual maintenance and made miscellaneous repairs to fencing and other structures. There were no interments at North Yard cemetery this year.

We continued to work with the cemetery software program, which when completed will accurately organize all interments, locations, names, and dates. The old record-keeping system of lot cards was inaccurate and, for the most part, the information was incomplete. The new program will ensure accurate up-to-date records. The Cemetery Department encourages all lot owners and their heirs to contact the Cemetery Department to verify this information. To-date 1,928 lots and over 4,250 interments have been clarified, corrected, and updated in the new software system.

In addition to annual maintenance of the cemeteries, other activities that took place are as follows:

Seventeen cemetery lots were sold:

Cremation Lots	1
Single Grave Lots	6
Two Grave Lots	9
Four Grave Lots	1
	<u>17</u>

Fifty-nine interments were attended to:

Full Interments	44
Cremations	<u>15</u>
	59

Cemetery Trustees:

**Richard Medlyn, Chairman
Leonard Harten
Rosario Ricciardi**

**CEMETERY
PERPETUAL CARE
PAID IN 2003**

Chris Brody	\$ 200.00
Richard Brooks	37.50
Cynthia Randall Cox	200.00
Howard Dunklee	100.00
Karen & Mark Dutrisac	200.00
Samuel Kaymen	300.00
Kathleen Landry	200.00
Janet Nadeau	400.00
Ruth Rogers	400.00
Diana Smith	600.00
Maria Smith	200.00
Bruce & Kelly Stoller	400.00
Bruce & Kelly Stoller	200.00
Adam & Amanda Adkins	400.00
Jennifer Goudreau	200.00
(UNAUDITED)	TOTAL \$ <u>4,037.50</u>

**CEMETERY
FLOWER FUND –
2003**

Maria Smith	\$ 300.00
William Alexander	<u>300.00</u>
TOTAL	<u>\$ 600.00</u>

RIVERSIDE CEMETERY LOT FUND

Cash Balance, January 1, 2003 **\$22,425.79**

Income:

Sale of Lots	7,887.50
Greens/Device	1,345.00
Tent	2,300.00
Interest	140.15
Vaults	<u>470.00</u>
TOTAL	<u>12,142.65</u>

34,568.44

Expenses:

Vaults	880.00
Loam/Landscaping	3,714.00
Computer Software	<u>821.00</u>
TOTAL	<u>5,415.00</u>

Cash Balance, December 31, 2003 **\$29,153.44**

(UNAUDITED)

PUBLIC WORKS ADMINISTRATION - This appropriation defrays cost of salaries and the other operating expenses of the office.

Records maintained by the Department of Public Works/Administration include cemetery, solid waste and recycling, accounts payables, payroll, water/sewer billings, and accounts receivables. Purchasing, planning, and scheduling are basic daily functions handled by the staff.

The Department continues to work closely with the State's Department of Transportation in a number of areas including their plans to upgrade railroad crossings at South and Union Streets.

The Department continued to provide inspection services on several new roads being constructed as part of sub-division projects. One new road was accepted in 2003 as a Town street: Trombly Terrace.

In addition, 32 street opening permits and 78 driveway permits were issued and accepted.

The Department participated in a number of community projects including the Household Hazardous Waste Collection Program, Kaley Park planning, Souhegan River Trail planning and initial construction, and the Downtown Ongoing Improvement Team (Do-It).

Your Director wishes to thank the Board of Selectmen, other Town departments, boards, and commissions, public works employees, and especially the residents for their continued cooperation and support.

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**HIGHWAY DRAIN MAINTENANCE** - All 921 catch basins in the storm drain system of the Town were cleaned. An outside contractor performs this task annually.

During 2003, we made repairs to and rebuilt 20 catch basins in the Town drainage system. These catch basins were located on Cottage Street, Crosby Street, Garden Street, Spaulding Street, Union Street, and West Street.

In the spring of 2003, we had a blockage in the drain line that comes from Cottage Street and goes across the Fletcher Paint site to the Souhegan River. The highway crew spent several long days clearing the blockage and making repairs to the drain system on Cottage Street at Nashua Street. This part of the drain system and the drain across the Fletcher site will eventually be replaced when General Electric does the cleanup at the Fletcher site.

**HIGHWAY SUMMER MAINTENANCE** - Routine maintenance items that include street sweeping, grading of gravel roads, road ditching, roadside mowing, line painting, and equipment maintenance were carried out as scheduled.

As has been done over the last couple of years, excavated asphalt pavement, stockpiled from gas, water, and sewer excavations was crushed into a uniform product referred to as RAP (recycled asphalt pavement). This recycled material meets our standard specifications for crushed gravel and the cost is less than the price of processed crushed gravel. In 2003, this material was used in parking, road, and sidewalk

construction on Osgood Road and West Street, as well as gravel road maintenance, sidewalks, and on road shoulders.

A considerable amount of pavement resurfacing was accomplished in 2003.

The following roads were re-paved with the stone chip seal process:

|                    |            |
|--------------------|------------|
| Burns Road         | 1,600 lft  |
| Clark Road         | 1,925 lft  |
| David Drive        | 1,185 lft  |
| Emerson Road       | 1,902 lft  |
| Fernwood Drive     | 956 lft    |
| Madison Street     | 595 lft    |
| Maple Street       | 1,500 lft  |
| Mason Road         | 10,480 lft |
| McGettigan Road    | 4,300 lft  |
| North River Road   | 2,450 lft  |
| Old Brookline Road | 3,132 lft  |
| Pine Valley        | 410 lft    |

The following roads were re-paved with a 1" overlay:

|               |           |
|---------------|-----------|
| Knight Street | 1,840 lft |
| Wall Street   | 495 lft   |



Various locations received pavement crack sealing (hot rubberized asphalt material). This maintenance process prolongs the life of the road surfaces.

**WEST STREET AND OSGOOD ROAD SIDEWALK PROJECT** - The sidewalk project for West Street and Osgood Road started in late July after the Town received the go ahead from the New Hampshire Department of Transportation. The project was constructed with Highway Department personnel and subcontractors for curbing, fencing and paving. The project consisted of building 1450 lineal feet of new sidewalk along West Street from the High School to Osgood Road, and 950 lineal feet along Osgood Road from West Street to the Middle School. On West Street, we constructed 53 new head-in parking spaces as well as 30 parallel parking spaces. In conjunction with the parking space construction, we installed a new drainage system along West Street that consists of 800 lineal feet of drainage pipe and three drain structures. The project was completed in October with the loaming and seeding along the West Street and Osgood Road sidewalk. As Director, I would like to commend the Public Works personnel that worked on this project for a job well done.

**UNION STREET RECONSTRUCTION PROJECT – NHDOT** In April, construction started on the long awaited Union Street Reconstruction Project. Work proceeded from April until winter shutdown in late November. The project work consisted of drainage system replacement/upgrades, sidewalk replacement/upgrades, and roadway reconstruction. Also included was the replacement/upgrade of parts of the Town water and sewer system. By winter shutdown the project was completed through base pavement of the road surface on Union Street and adjoining streets. In the spring of 2004, the contractor will return to finish unfinished items, take care of problem areas, and complete the finish paving and landscaping. Although we had various problems with the contractor during construction, their crews were skilled and did quality workmanship. As Director, I would like to give a special thanks to Robert Courage, former Director, for his help on this project inspecting the water and sewer installations.

During the annual Town-wide trash collection in April, 48 truck-loads of material were picked up and disposed of at the Solid Waste Transfer Station.

**HIGHWAY WINTER MAINTENANCE** – The snowfall accumulation for calendar year 2003 was 79.5 inches, more than the long-term average of 70 inches. The Department responded to seventeen snow and ice storms as well as numerous call-outs for black ice and slippery conditions.

Approximately 79.76 miles of roads are plowed with thirteen Town-owned and two hired pieces of equipment. Approximately 10 miles of sidewalk are plowed with the Town's two sidewalk plows. The Department's six trucks and one hired truck handle Sand/salt applications.

This department continues to emphasize the use of a sand/salt mix (9-1 ratio) on the majority of roads with the exception of a few selected roads, which are treated with strictly salt at the beginning of a snowstorm. Main roads during a storm are normally treated with a 50/50 mix of sand/salt. To complement the sand/salt treatment, the department has begun using a non-corrosive deicing agent named IceBan®. Following storms, windrows of snow pushed against the curb by street plows must be removed in order maximize the capabilities of the sidewalk plow. Extra trucks are hired and used to facilitate this operation and performed at night to minimize disruption of traffic.

SNOWFALL IN MILFORD, NEW HAMPSHIRE – 2003 for 24-hour periods ending at 7:00 A.M.

| <u>JANUARY</u>      | <u>FEBRUARY</u>     | <u>MARCH</u>       | <u>APRIL</u>       | <u>DECEMBER</u>     |
|---------------------|---------------------|--------------------|--------------------|---------------------|
| 2 1.9"              | 2 1.4"              | 2 1.0"             | 4 2.5"             | 2 0.2"              |
| 4 11.5"             | 5 0.2"              | 7 1.4"             | 5 0.9"             | 3 0.3"              |
| 5 1.0"              | 7 0.4"              | 14 2.3"            | 6 0.4"             | 5 0.1"              |
| 6 1.1"              | 8 2.7"              | 31 0.9"            | 8 3.0"             | 6 2.6"              |
| 7 0.6"              | 11 0.5"             | <b>TOTAL: 4.9"</b> | <b>TOTAL: 6.8"</b> | 7 7.5"              |
| 8 0.3"              | 12 0.3"             |                    |                    | 8 2.0"              |
| 9 2.6"              | 13 0.4"             |                    |                    | 15 8.0"             |
| 10 0.4"             | 18 19.6"            |                    |                    | <b>TOTAL: 20.7"</b> |
| 11 0.1"             | 23 1.0"             |                    |                    |                     |
| 27 1.4"             | <b>TOTAL: 26.5"</b> |                    |                    |                     |
| <b>TOTAL: 20.9"</b> |                     |                    |                    |                     |

Robert & Jeanne Walsh, National Weather Service Co-operative Observers

**RECAPITULATION**

|                 |             |
|-----------------|-------------|
| <b>JANUARY</b>  | 20.9        |
| <b>FEBRUARY</b> | 26.5        |
| <b>MARCH</b>    | 4.6         |
| <b>DECEMBER</b> | 20.7        |
| <b>TOTAL:</b>   | <b>79.5</b> |

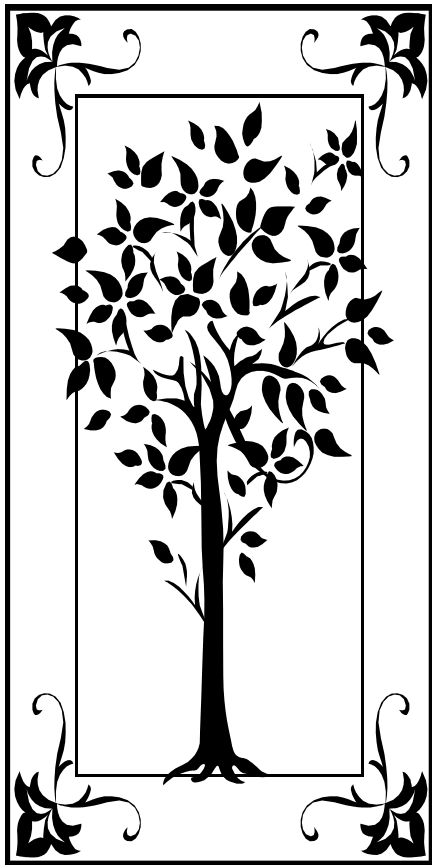
**HIGHWAY STREET LIGHTING** - Currently there are 417 street lights rented on a monthly basis from Public Service of New Hampshire.

**HYDRANT RENTALS/MILFORD** - This is the annual standby fire protection charge to the Town by the Water Department. The basic charge has been \$250 per hydrant since 1989.

**HYDRANT RENTALS/WILTON** - In the Pine Valley section of Milford, close to the Wilton Town line, the Wilton Water Works also provides fire protection with 7 hydrants located on Wilton Road, Maple, and Pine Valley Street. Wilton's hydrant rental charge is \$220 per hydrant.

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PARK MAINTENANCE - This department currently maintains 14 parks that vary in size. In addition, we also maintain grounds at the Police Station, Library, Historical Society, Mullen Road property (Conservation Commission), Solid Waste Transfer Station, and DPW Highway complex.



Town of Milford Parks

Keyes Field - Elm Street
Shepard Park - Nashua Street
MCAA Field - North River Road
Emerson Park - Mont Vernon Street
O. Burns Park - Souhegan Street
Ricciardi/Hartshorn Park - Union Street
Hartshorn Pond - Mont Vernon Road (Route 13)
Burns Park - Old Brookline Road
Osgood Pond/Hazel Adams Burns Park - Osgood Road
Adams Field - Osgood Road
Bicentennial Park - South Street
Memorial Park - Union Street at Union Square
The Oval - Union Square
Korean War Memorial - Elm Street

During 2003, the following projects were completed:

KALEY PARK – There was no activity at this park in 2003.

KEYES FIELD – The major project for 2003 was the upgrades made to the pool, pool house, and associated facilities. In early April, the contractor and Public Works personnel started the pool and pool house upgrades with a completion date of mid-June, in time for the Summer Swim Program. The project went well and was completed on time and under budget. The finish work on the pool and facilities was excellent. Some of the major work that was done on the pool and pool facilities was as follows:

- Pool was sandblasted, patched, sealed and refinished
- Pool deck was sandblasted and finished
- Pool piping for supply, returns and skimmers were replaced
- Pool ladders, chairs, and handicap transfer unit were furnished and installed
- Pool house mechanical room was completely rebuilt with new piping, filters, treatment, flow metering, and control equipment
- Pool house bathrooms and changing rooms were remodeled and upgraded
- Pool house doors facing pool were replaced
- Electrical service to the facility was upgraded

DPW assisted the Recreation Department with various events throughout the summer. We also assisted the Recreation Department and volunteers with the refurbishing of benches and various pieces of playground equipment.

Numerous acts of vandalism and malicious mischief occurred at Keyes Field as in the past and required the attention of the Department.

OVAL – We continued our ongoing annual maintenance and made miscellaneous repairs. In June, the Mooreland 20th Century Club generously donated a granite bench, which was placed near the Children's Reading Rock.

EMERSON PARK – We continued our ongoing annual maintenance and made miscellaneous repairs.

ELM STREET (KOREAN MEMORIAL) – We continued our ongoing annual maintenance and made miscellaneous repairs.

SHEPARD PARK - We continued our ongoing annual maintenance and made miscellaneous repairs.

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**RECYCLING CENTER** -A total of 3508.40 tons of trash were disposed of at this facility in 2003. The trash was delivered through June 30, 2003 to Maine Energy Recovery Facility located in Biddeford, Maine, a waste to energy plant under contract with Gobin Disposal/Casella Waste Management. Since July 1, 2003, a new contract was awarded for 5 years to Waste Management, Londonderry, NH. The trash is being delivered to Wheelabrator in Penacook, NH, a waste to energy plant. The operation of the Center has changed from two 100 yd live bottom trailer loads to (2) 50 yd compactors and rollofs, which are hauled by Waste Management. There was also 990.27 tons of demolition material including painted, varnished and stained wood, sheet rock, insulation, shingles, mattresses, and overstuffed furniture that was disposed of at private landfill sites in Londonderry and Salem under a contract with Casella Waste Management

through June 30, 2003. Since July 1, 2003, Waste Management, under a new 5-year contract, is handling demolition materials at their facilities.

In the fall of 2003, we built a new road for anyone using the scales to dump demolition material, in hopes of reducing the high volume of traffic around the recycling building on busy days.

The Department's recycling effort from this year removed 1377.71 tons from the waste stream. These figures do not include two Salvation Army containers and one SHARE container. This year, 90 tons of clothing, shoes, and useable items from the SHARE container were delivered to SHARE located at St. Patrick's Church, Milford. Please reference the below table for 2003 tonnage of various recyclable materials.

Approximately 480 cubic yards of yard and leaf materials were added to our composting effort. The material is piled in windrows and periodically turned over. After about a year, it has decomposed into an excellent product that can be used as a soil amendment and is free to residents.

**Town of Milford NH**  
**Recycling Center**  
**Total Tons of Materials Recycled**

| MONTH     | Trash Disposal (tons) | PAPER<br>(tons) |           |                                       | GLASS<br>(tons) |                |                | CANS<br>(lbs) |                  | PLASTIC<br>(baled/tons)  |                |                            | MISCELLANEOUS |        |       |        |            |                         |
|-----------|-----------------------|-----------------|-----------|---------------------------------------|-----------------|----------------|----------------|---------------|------------------|--------------------------|----------------|----------------------------|---------------|--------|-------|--------|------------|-------------------------|
|           |                       | Magazines       | Newsprint | Cardboard &<br>Brown Paper<br>(baled) | Glass<br>AMBER  | Glass<br>GREEN | Glass<br>CLEAR | Cans<br>Tin   | Cans<br>Aluminum | Plastic<br>HDPE<br>Clear | Plastic<br>PET | Plastic<br>HDPE<br>Colored | Batteries     | Metal  | Tires | Demo   | Mattresses | # of bales<br>Cardboard |
| January   | 296.39                | 0.00            | 16.34     | 11.04                                 | 7.73            | 7.95           | 9.88           | 2.35          | 2.00             | 3.43                     | 4.81           | 1.24                       | 1.00          | 120.86 | 3.64  | 36.72  |            | 30.00                   |
| February  | 228.60                |                 | 19.91     | 13.68                                 | 6.54            | 3.39           | 2.80           | 2.63          | 1.65             | 2.00                     | 2.32           | 0.82                       | 1.49          |        |       | 36.06  |            | 30.00                   |
| March     | 296.59                |                 | 32.36     | 12.61                                 | 5.74            | 6.42           | 6.37           | 2.32          | 1.50             | 1.30                     | 2.33           | 1.00                       | 2.00          |        | 1.88  | 44.55  |            | 27.00                   |
| April     | 316.40                |                 | 34.14     | 12.64                                 | 7.96            | 3.54           | 12.58          | 2.32          | 1.06             | 2.88                     | 2.37           | 1.00                       | 3.50          |        |       | 86.97  |            | 27.00                   |
| May       | 303.63                |                 | 41.14     | 12.53                                 | 6.33            | 4.53           | 7.40           | 9.16          | 2.00             | 2.82                     | 3.60           | 1.00                       |               |        | 3.67  | 99.56  |            | 30.00                   |
| June      | 328.46                |                 | 29.89     | 15.25                                 | 5.09            |                | 6.48           | 1.52          | 4.00             | 2.00                     | 2.71           | 2.00                       | 2.00          | 150.00 |       | 108.69 |            | 30.00                   |
| July      | 320.94                |                 | 31.32     | 16.30                                 | 7.67            | 6.45           | 3.17           | 3.00          | 2.50             | 1.00                     | 3.63           | 2.45                       |               |        | 4.32  | 94.85  |            | 30.00                   |
| August    | 301.71                |                 | 29.40     | 13.99                                 | 5.38            | 3.10           | 9.54           | 1.57          | 3.00             | 2.65                     | 2.25           |                            | 1.00          |        |       | 105.37 |            | 29.00                   |
| September | 289.54                |                 | 31.83     | 14.00                                 | 8.03            | 3.09           | 3.36           | 2.06          | 2.50             | 1.62                     | 1.13           | 3.25                       |               | 12.00  | 4.24  | 101.06 |            | 29.00                   |
| October   | 297.75                |                 | 46.75     | 20.76                                 | 6.93            | 8.16           | 9.05           | 2.73          | 2.50             | 3.42                     | 4.45           | 3.78                       | 2.50          | 2.34   |       | 123.01 |            | 27.00                   |
| November  | 287.49                |                 | 27.38     | 14.79                                 | 7.15            |                |                | 2.34          | 1.80             |                          | 2.84           | 1.11                       |               | 110.00 |       | 94.51  |            | 28.00                   |
| December  | 240.90                |                 | 39.49     | 20.10                                 | 8.53            | 11.09          | 9.35           | 2.00          | 2.00             | 1.26                     | 2.21           | 2.86                       | 4.50          | 14.31  |       | 58.92  |            | 27.00                   |
| TOTALS    | 3508.40               | 0.00            | 379.95    | 177.69                                | 83.08           | 57.72          | 79.98          | 34.00         | 26.51            | 24.38                    | 34.65          | 20.51                      | 17.99         | 409.51 | 17.75 | 990.27 | 0.00       | 344.00                  |

(Tons or #)

In September of 2002, the Town of Milford implemented an additional recycling recovery program, which includes the removal of paper recyclables (residential mixed paper). The Newark Group, Inc. Recycled Fiber Division, a New Jersey corporation provided a two cubic yard compactor and a 40 cubic yard roll off container at no charge for this program. The roll-off container is picked up on site every ten days or as needed and is replaced with another. For calendar year 2003 a total of 379.95 tons of mixed paper recyclables were taken out of the waste stream.

**40% Of Our Trash Can Now Be Recycled**  
**MIXED PAPER RECYCLING BEGINS**  
**SEPTEMBER 1<sup>st</sup>, 2002**

| WHEN YOU RECYCLE, PLEASE PUT ONLY THE "ACCEPTABLE" PAPER LISTED BELOW IN THE MIXED PAPER CONTAINER. PLACING UNACCEPTABLE PAPER IN THE MIXED PAPER CONTAINER WILL "CONTAMINATE" THE PAPER AND END OUR ARRANGEMENT WITH THE NORTH SHORE PAPER MILL. |                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| ACCEPTABLE PAPER                                                                                                                                                                                                                                  | NOT ACCEPTABLE PAPER                                                                                   |
| COMPUTER PAPER                                                                                                                                                                                                                                    | CARBON PAPER                                                                                           |
| PAPER BAGS                                                                                                                                                                                                                                        | SELF SEALING ENVELOPES                                                                                 |
| MAGAZINES                                                                                                                                                                                                                                         | MYLAR                                                                                                  |
| CATALOGS                                                                                                                                                                                                                                          | TYVEK                                                                                                  |
| WHITE/COLORED OFFICE PAPER                                                                                                                                                                                                                        | FOIL PAPER                                                                                             |
| FAX PAPER                                                                                                                                                                                                                                         | JUICE BOXES (FOIL INSIDE)                                                                              |
| ENVELOPES (WITH OR WITHOUT WINDOWS)                                                                                                                                                                                                               | PAPER WITH ANY METALS (BESIDES PAPER CLIPS & STAPLES)                                                  |
| TAB CARDS                                                                                                                                                                                                                                         | BLUE PRINTS                                                                                            |
| NEWSPAPERS (AND GLOSSY INSERTS)                                                                                                                                                                                                                   | PLASTIC COATED PAPER                                                                                   |
| MANILA FOLDERS                                                                                                                                                                                                                                    | TISSUE PAPER                                                                                           |
| TELEPHONE BOOKS                                                                                                                                                                                                                                   | PAPER TOWELS                                                                                           |
| STAPLED & PAPER CLIPPED PAPER                                                                                                                                                                                                                     | NAPKINS                                                                                                |
| CARDBOARD                                                                                                                                                                                                                                         | PAPER CUPS & PLATES                                                                                    |
| CHIPBOARD (CEREAL BOXES, TISSUES BOXES, ETC.)                                                                                                                                                                                                     | ANY PAPER SOILED (WITH FOOD, OILS, ETC.)                                                               |
| PAPERBACK BOOKS                                                                                                                                                                                                                                   | WAX CARDBOARD                                                                                          |
| JUNK MAIL (PLASTIC WINDOWS OK)                                                                                                                                                                                                                    | PLASTIC LAMINATED PAPER                                                                                |
| MIXED OFFICE PAPER                                                                                                                                                                                                                                | It costs our Town \$89.22 per ton for trash disposal; it costs our Town \$0.00 to recycle mixed paper. |
| NOTEBOOK PAPER                                                                                                                                                                                                                                    |                                                                                                        |
| DRAWING PAD PAPER                                                                                                                                                                                                                                 |                                                                                                        |

**- WATER DEPARTMENT -**

**SOURCE OF SUPPLY** - Milford obtains water from the two Curtis Wells that pump together approximately 1100 GPM. Their safe yield in an eighteen-hour period is 1.2 MGD. A connection with the Pennichuck Water Works can provide up to an additional 2.0 MGD. These supplies are adequate for the foreseeable future. Of the 387.68 MG pumped during the year 2003, approximately 9.96% of the volume was purchased from Pennichuck. Water sampling and analysis was completed as required under the Federal Safe Drinking Water Act and administered by the New Hampshire Department of Environmental Services. In addition to chemical disinfection, the water supply receives corrosion control chemical treatment.

**DISTRIBUTION SYSTEM** - In the Spring of this year there was approximately 1025 lineal feet of new 12" ductile iron water main installed on Ponemah Hill Road. This new installation will provide water to a new apartment complex on Ponemah Hill Road. It will also provide for the continued expansion of the water distribution system into the



southern parts of Milford. During the summer, as part of the Union Street Road project, the existing 8" cast iron main on Union Street was replaced with 1475 lineal feet of 12" ductile iron. This upgrade to the water system replaces undersized and worn out pipe with pipe that increases the capacity of the water distribution system. Also replaced with the water main on Union Street were the hydrants. All operating hydrants in the system were inspected and flushed in the spring and fall. In compliance with another requirement of the Federal Safe Drinking Water Act, 324 RPZ and DCVA Backflow Devices were inspected and tested.

**METERING** – 196 meters in customer's premises were replaced, 88 of which were the new electronic meter units, as part of our ongoing meter replacement program of meters in service for ten years or more. 11 second meters for irrigation were installed at the request of customers.

In the months of June and July 2003, we issued our fourth Water System Newsletter in accordance with the federal requirements for an annual consumer confidence report. The report must be issued no later than July 1<sup>st</sup> of each year.

#### **WATER DEPARTMENT STATISTICS – 2003**

|                                           |           |
|-------------------------------------------|-----------|
| Minimum Day - Total gallons pumped        | 779,000   |
| Maximum Day - Total gallons pumped        | 2,017,000 |
| Average gallons pumped per day            | 1,060,000 |
| Days - Pumping over one million gallons   | 210       |
| New water main added - 12"                | 2,500'    |
| New water main added - 8"                 | 0         |
| New water main added - 6"                 | 300'      |
| Services replaced (Main to property line) | 0         |
| Water main breaks repaired                | 10        |
| Meter removals and installations          | 196       |
| Hydrants replaced                         | 5         |
| New water services added                  | 41        |
| Number of hydrants in system 12/31/03     | 436       |
| Number of services in system 12/31/03     | 3,198     |

#### **MILLIONS OF GALLONS PUMPED**

| <b><u>Month</u></b> | <b><u>2000</u></b> | <b><u>2001</u></b> | <b><u>2002</u></b> | <b><u>2003</u></b> |
|---------------------|--------------------|--------------------|--------------------|--------------------|
| January             | 2,497,000          | 31,133,000         | 29,217,000         | 31,698,000         |
| February            | 28,532,000         | 28,420,000         | 25,563,000         | 28,097,000         |
| March               | 30,702,000         | 31,678,000         | 27,473,000         | 30,361,000         |
| April               | 27,729,000         | 31,428,000         | 30,110,000         | 29,778,000         |
| May                 | 34,031,000         | 42,637,000         | 35,019,000         | 33,715,000         |
| June                | 34,474,000         | 41,641,000         | 33,029,000         | 35,453,000         |
| July                | 35,897,000         | 40,272,000         | 41,562,000         | 43,400,000         |
| August              | 33,598,000         | 42,181,000         | 43,203,000         | 35,781,000         |
| September           | 31,271,000         | 35,401,000         | 34,655,000         | 32,261,000         |
| October             | 31,363,000         | 32,555,000         | 31,356,000         | 30,200,000         |
| November            | 28,062,000         | 29,026,000         | 28,752,000         | 27,732,000         |
| December            | 31,119,000         | 28,814,000         | 30,009,000         | 29,208,000         |
| TOTAL               | 379,275,000        | 416,186,000        | 389,948,000        | 387,684,000        |

**TOWN OF MILFORD**  
**WATER DEPARTMENT**  
**UNAUDITED STATEMENT OF RECEIPTS & DISBURSEMENTS**  
**AS OF 12/31/03**  
**(UNAUDITED)**

|                                     |                     |
|-------------------------------------|---------------------|
| CASH BALANCES AS OF JANUARY 1, 2003 |                     |
| UNDESIGNATED                        | \$ 159,793.26       |
| DEPRECIATION RESERVE                | 323,367.03          |
| CAPITAL PROJECT RESERVE             | 92,595.63           |
|                                     | <u>575,755.92</u>   |
| PLUS RECEIPTS:                      |                     |
| WATER USER FEES                     | 847,714.06          |
| INTEREST INCOME                     | 2,080.15            |
| HYDRANTS                            | 105,750.00          |
| PUMP HOUSE RENOVATIONS              | 9,162.00            |
| WATER CONNECTION FEES               | 1,175.00            |
| MISCELLANEOUS                       | 877.33              |
|                                     | <u>966,758.54</u>   |
| LESS DISBURSEMENTS:                 |                     |
| DISBURSEMENTS                       | 1,027,493.27        |
|                                     | <u>1,027,493.27</u> |
| CASH BALANCES AS OF 12/31/03:       |                     |
| UNDESIGNATED:                       | 243,944.56          |
| DEPRECIATION RESERVE:               | 218,274.53          |
| CAPITAL PROJECT RESERVE:            | <u>52,802.10</u>    |

**STATEMENT OF CUSTOMERS' ACCOUNTS**  
**(UNAUDITED)**

|                                             |                            |
|---------------------------------------------|----------------------------|
| ACCOUNTS RECEIVABLE AS OF JANUARY 1, 2003   | \$ 52,999.46               |
| PLUS CHARGES:                               |                            |
| WATER SALES                                 | 812,841.03                 |
| OTHER SALES                                 | 11,521.88                  |
| REFUNDS                                     | 0.00                       |
|                                             | <u>824,362.91</u>          |
| LESS:                                       |                            |
| COLLECTIONS ON RECEIVABLES                  | 835,606.69                 |
| ABATEMENTS                                  | 327.80                     |
|                                             | <u>(835,934.49)</u>        |
| ACCOUNTS RECEIVABLE AS OF DECEMBER 31, 2003 | <u><u>\$ 41,427.88</u></u> |

**DEPARTMENT OF PUBLIC WORKS**  
**UNAUDITED EXPENSE STATEMENT**  
**AS OF DECEMBER 31, 2003**

|                                               | <u>Appropriated</u>        | <u>Expended</u>            | <u>Balance*</u>          |
|-----------------------------------------------|----------------------------|----------------------------|--------------------------|
| Cemetery                                      | \$ 94,517.00               | \$ 88,462.06               | \$ 6,054.94              |
| Highway Drains – summer/ winter – Maintenance | 798,428.00                 | 779,119.59                 | 19,308.41                |
| Parks - Maintenance                           | 115,176.00                 | 97,573.87                  | 17,602.13                |
| Public Works Administration                   | 72,316.00                  | 71,640.02                  | 675.98                   |
| Solid Waste Transfer Station                  | 816,289.00                 | 708,609.51                 | 107,679.49               |
| Street Lighting                               | 68,600.00                  | 65,709.88                  | 2,890.12                 |
| Town Buildings                                | 160,924.00                 | 152,113.15                 | 8,810.85                 |
| <br>TOTAL                                     | <br><u>\$ 2,216,250.00</u> | <br><u>\$ 1,963,228.08</u> | <br><u>\$ 163,021.92</u> |
| <br>WATER DEPARTMENT                          | <br>\$ 961,439.00          | <br>\$ 857,599.43          | <br>\$ 103,839.57        |

\*Notes: There may be expenditures/encumbrances outstanding



MILFORD WASTEWATER TREATMENT FACILITY  
c/o Town Hall • 1 Union Square  
Milford, NH 03055

## **~ 2003 REPORT ~**

### **WASTEWATER TREATMENT FACILITY**

The Facility has completed its 22<sup>nd</sup> year of operation. During 2003, an average wastewater flow of 1.42 million gallons per day (MGD) were treated and discharged into the Souhegan River. The Town of Wilton continues to fund a proportional amount of the Wastewater Treatment Facility's operating expenses, contributing on average 12% or approximately 170,000 gallons per day, of the total wastewater flow.

The facility received and treated 1,082,550 gallons of septage in 2003, which is 312,400 gallons or 40.5% greater than was received in 2002. The increase is attributable, in part, to the continued growth beyond the boundaries of the Milford Wastewater Collection System. Homes not connected to the municipal collection system periodically have their septic system emptied by septic haulers that discharge at the Milford Wastewater Treatment Facility.

The US EPA issued an Administrative Order to the Milford Wastewater Treatment Facility due to the inability to consistently meet a stringent permit discharge limitation of 10.1 ppb (parts per billion) for copper. The Administrative Order required additional copper analysis throughout the facility's many side streams, including return and waste activated sludge, belt filter press filtrate, compost leachate, residential septage, and wastewater discharged from the Town of Wilton. The Administrative Order included a 20 ppb interim limit for copper, which the facility consistently met during 2003 with the exception of the December result (21.1 ppb).

A substantial project was proposed, approved, and completed in 2003 at the Wastewater Treatment Facility's compost site. An open-sided, 275' x 75' steel building was constructed for the purpose of covering the facility's aerated static compost pile operations to reduce the moisture content prior to the screening phase and enhance composting efficiency. Going forward, reduced absorption of precipitation during rainy and snowy periods will result in a drier compost product, better screening conditions, and increased capacity of the overall composting process.

The US EPA and the NH DES mandate Milford's four significant industrial users participate in an Industrial Pretreatment Program, which is administered by in-house staff. Eight industrial pretreatment inspection and sampling events occurred at two Hitchiner Manufacturing facilities, Saint - Gobain, Inc., and Technical Graphics. In addition, pretreatment program personnel monitor each company's compliance with Town-issued industrial discharge permits via quarterly self-monitoring reports. The pretreatment program minimizes the occurrence of toxic pollutants being discharged to the Wastewater Treatment Facility. Toxic pollutants could potentially interfere with the Facility's biological

treatment process and result in a violation of the Wastewater Treatment Facility's discharge permit.

The NH DES categorizes wastewater treatment facilities according to the number of advanced/specialized treatment processes in operation; Grade I rating represents the least specialized, while Grade IV represents the highest category assigned within NH. The Milford WWTF is rated as a Grade IV level treatment facility due to the facility's advanced secondary treatment process. Cross training in equipment maintenance, wastewater treatment, and lab operation is emphasized at the Milford WWTF. Milford WWTF employees must attend seminars offered by private environmental organizations and government regulatory agencies to maintain certification in multiple disciplines. Because they operate and maintain the Curtis Wells control and chemical feed buildings, Milford WWTF employees are required to pursue a drinking water education and certification. Certification levels as of this writing are:

| Employee Since |                | Wastewater Certification Level | Drinking Water Treatment Level | Drinking Water Distribution Level | Collection System Certification Level | Laboratory Analyst Certification Level |
|----------------|----------------|--------------------------------|--------------------------------|-----------------------------------|---------------------------------------|----------------------------------------|
| 07/09/84       | Larry Anderson | IV                             | II                             | II                                | III                                   |                                        |
| 07/05/95       | Dave Boucher   | IV                             | II                             | II                                | III                                   | I                                      |
| 03/22/99       | Carl Couture   | III                            | II                             | II                                | I                                     | I                                      |
| 03/23/98       | Jim Dargie     | II                             | II                             | II                                | II                                    |                                        |
| 09/18/01       | Shawn Leston   |                                |                                |                                   | I                                     |                                        |
| 05/31/88       | Tom Neforas    | IV                             | II                             | II                                | II                                    | II                                     |
| 09/08/99       | Susan Snyder   | II                             |                                |                                   |                                       | I                                      |
| 05/15/00       | David Thurston | II                             | I                              | I                                 |                                       | I                                      |
| 09/05/89       | Brad Whitfield | I                              | I                              | II                                | III                                   |                                        |

Respectfully submitted,

Thomas Neforas

Assistant Director of Public Works

### **Wastewater Collection System**

During 2003, there were 37 sewer connection permits proposed and approved by the town, of which 27 were residential and 3 commercial. The continued development of Ledgewood Estates contributed largely to the residential sewer connection permits.

Collection System personnel flushed and cleaned approximately 52,000 feet of sewer main in the easterly section of Town during 2003 as preventative measures against sewer blockages, sewer overflows and sewer back-ups into residences. Town personnel responded to ten sewer blockages during 2003 and repaired three located in the town's right of way.

Collection System rehabilitation was completed on 22 manholes located on Glenn Drive, Highland Avenue, Webster, Beech, Oak, Hemlock, Walker, and Myrtle Streets. Prior to resurfacing Knight Street, manhole castings were raised.

To minimize damage to snowplows during the winter season, approximately 60 manhole castings were cut and repaved late in the fall.

Television camera inspections were conducted on several residential sewer service connections located on Knight Street. Such TV inspections are the primary measure to determining the amount of "clean" water entering the sewer collection system, removing extraneous clean water before it reaches the Wastewater Treatment Facility, and saving Town money (which would otherwise unnecessarily be spent pumping and treating clean water).

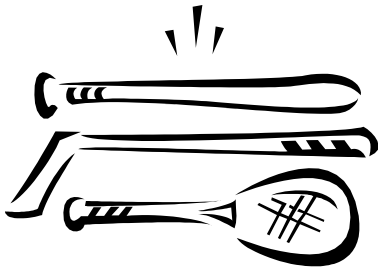
Constructed and installed on Ponemah Hill Road was 1100 feet of 8 inch sewer main to accommodate two 33-unit apartment buildings that, when fully occupied, will discharge an estimated 19,575 gallons per day of sewage to the Wastewater Treatment Facility.

The Union Street drainage project involved replacement of approximately 2,100 feet of substandard sewer main at the southerly portion of the street, 340 feet on Orange Street, and 40 residential sewer services from the new main sewer to the residence property line. This two-street upgrade of 2,440 feet of sewer main, the residential sewer connections and associated manhole structures is responsible for eliminating up to 50,000 gallons per day of extraneous clean water from entering the wastewater treatment facility, during a substantial rain event.

Respectfully submitted,

Thomas Neforas

Assistant Director of Public Works



## **~ RECREATION DEPARTMENT & COMMISSION~**

---

### **~ 2003 REPORT ~**

2003 completes the seventh year of operation of the Recreation Department. It has been an exciting year to work with numerous organizations and volunteers in providing recreational activities and special events for Town residents.

Kevin Tyska was hired in October of 2002, as the new part-time Recreation Director, and then he became full-time in February of 2003. The Recreation Director would like to publicly thank the members of the Recreation Commission for the time, energy, and commitment to the Recreation Department. The Recreation Director would also like to thank Town Administrator Katie Chambers, and the Milford Board of Selectmen, for all the support they have provided the Recreation Department throughout the year.

**Mission Statement:** The mission of the Milford Recreation Commission is to serve as advocates on behalf of the Milford community in promoting recreation and leisure activities for all ages and interest by:

Providing a forum for communication and coordination of recreation programs and issues.

Assisting the Board of Selectmen and Recreation Department with recommendations for best utilization of existing park and recreation facilities.

Assisting the Board of Selectmen and Recreation Department with recommendations for implementing appropriate recreation programs.

Providing recommendations for long-range community recreation capital improvements.

**THANKS!** The Recreation Commission and Department wish to recognize all of the community organizations, merchants, industries, businesses, and individuals for their unselfish support of recreation and sport activities within the Town. We salute the literally hundreds of volunteers who gave a most precious gift to our community and its people - THEIR TIME! We are proud and inspired by your dedication and sense of caring for the community. Special thanks goes to The Department of Public Works for their aid and support throughout the year. A special thank you to the YANKEE CHEF RESTAURANT for their generous donation towards the ice skating rink at Shepard Park. A very special thank you goes to the ARTHUR L. KEYES MEMORIAL TRUST for their generous donation for the future expansion of the Keyes Pool House.

### **ACCOMPLISHMENT of 2003:**

- Organized and conducted the Summer Band Concert Series at Emerson Park.
- The Keyes Playground Improvement Committee, in conjunction with the hard work of Lori Pitsas and her family, have developed a wonderful new play structure at Keyes Memorial Park for the residents of Milford. Donations too numerous to list have made this possible. We thank every donor and every volunteer involved with this exciting improvement.

- Developed and supervised programs and activities for residents of all ages. The Summer Programs are: Keyes Pool Tags; Keyes Swim Team; Keyes Swim Lessons; Youth Tennis Lessons; Lights Up Drama Studio; Cave Girl Field Hockey & Lacrosse Camp; Field Hockey League; Ketchum's Kickers Soccer Camp; Hershey Track and Field Club. Year-round Programs are: Senior Coffee; Senior Trips; Senior Bingo; Senior Holiday Sing-A-Long; Contra Dance; Souhegan Valley Family Connection (SVFC) Tot Drop In; as well as the SVFC Holiday Party.
- The Milford Rotary Club hosted the 36th Annual Invitational Swim Meet in July with ten teams participating.
- Continued to address security and park supervision at Keyes Field
- Completed a major pool renovation project for Keyes Memorial Pool.
- Introduced two new winter recreation options: Family Board Game Night and an ice rink at Shepard Park.

**RECREATION REVOLVING FUND:** The purpose of this fund is to receive all fees and donations, and expend for programs and activities, keeping most recreation activities self-supporting. These funds are carried over each year. The Commission's plan regarding the use of the fund balance is: Programs and Publicity 20%, Special Events 25%, Facility Projects 30%, Scholarships 5%, and Retained Management Reserve 20%.

As noted, it is the policy of the Recreation Commission to conduct programs at a low cost to Milford residents, while attempting to be self-supporting. Some special events and activities remained free to the public funded through the Recreation Revolving Fund, such as ice-skating and some Senior Citizen programs.

**PROGRAM GOALS for 2004:**

- Foster cooperation and coordination efforts between community groups, organizations, and schools regarding programs and facility use (ongoing).
- Continue providing new, year-round activities, trips, special events, and quality services to the community, organizations, and residents, within our resources, and for all ages.
- To offer year-round adult programs.
- Continue to coordinate hosting of the Rotary Club Swim Meet, and other special events at Keyes Field.
- Evaluate and improve summer youth programming.
- Foster communication and marketing methods with the public making it easier to contact staff and register for recreational activities.
- To increase participation in all Recreation Department sponsored programs.

**FACILITY GOALS for 2004:**

- To update the long range Recreation Department Facilities Master Plan.
- Continue the development and improvement of Town Parks and Recreation facilities.
- To complete construction on the Keyes Pool House Renovation Project.
- Continue work on the Recreation Facilities Improvement Projects Plan.



The Recreation Director and Recreation Commission members recognize the numerous challenges that lie ahead and will make every effort to provide quality activities to Milford residents at minimum cost while remaining primarily self-supporting for programs and activities.

Respectfully submitted,

Kevin Tyska, Recreation Director



## **TOWN OF MILFORD**

### **TOWN CLERK / TAX COLLECTOR**

#### **~ 2003 REPORT ~**

The year 2003 has just flashed by and as usual for the Town Clerk/Tax Collector's Office, it has been a very busy but productive year with many changes.

In February, we had our Deliberative Session with 164 residents in attendance. Our annual Town Election was on March 11, 2003 with approximately 2,661 ballots cast and we welcomed Len Mannino and Gary Daniels to our Board of Selectmen.

2003 was also the year we implemented new municipal software, MUNIS, a Tyler Technology Company, for which we needed several days of training on the tax module. Our offices closed on several occasions during this very intense and time-consuming project. We appreciate the cooperation of the residents and our co-workers during this conversion. I am sure that most of you noticed the new and improved tax bill.

The 2003 Property Tax Warrant totaled \$24,400,018 of which 94% has been collected and that is in line with previous years. We issued 16,360 motor vehicle permits for a total of \$1,941,871, which is up in dollar amount about six percent. Hopefully, in upcoming 2004 we will be able to implement our mail-in renewal program, which will benefit all.

I would like to take this opportunity to thank all of the elected officials and volunteers who have served - and continue to serve - this community. I also would like to thank my dedicated staff, Department Heads, the Board of Selectmen, Town Administrator, and the residents of Milford for their ongoing support.

We still see Milford as a fast growing community and keeping up with this growth keeps us on our toes. We look forward to serving the Town of Milford again and look forward to another busy and rewarding year.

Respectfully submitted,

Margaret A. Langell  
Town Clerk/Tax Collector

SUMMARY OF  
WARRANTS AND  
ACCOUNTS

|                                            |                          | 2003                    | 2002                   | ELDERLY<br>LIENS    | TOTAL                   |
|--------------------------------------------|--------------------------|-------------------------|------------------------|---------------------|-------------------------|
| -DR-                                       |                          | ----                    | ----                   | -----               | -----                   |
| Uncollected taxes January 1, 2003          |                          |                         |                        |                     |                         |
|                                            | Property Taxes           |                         | \$ 1,296,944.63        |                     | \$ 1,296,944.63         |
|                                            | Yield Taxes              |                         | 0.00                   |                     | 0.00                    |
|                                            | Land use change          |                         | 635.18                 |                     | 635.18                  |
|                                            | Gravel Tax               |                         | 0.00                   |                     | 0.00                    |
|                                            | Elderly tax lien         |                         |                        | 35959.72            | 35959.72                |
|                                            | Added Prop               |                         | 1,487.92               |                     | 1487.92                 |
| Taxes Committed to Collector:              |                          |                         |                        |                     |                         |
|                                            | Property Taxes           | \$ 24,400,017.70        |                        |                     | 24,400,017.70           |
|                                            | Yield Taxes              | 15,049.99               |                        |                     | 15,049.99               |
|                                            | Land use change taxes    | 156,500.00              |                        |                     | 156,500.00              |
|                                            | Gravel Yield Tax         | 301.52                  |                        |                     | 301.52                  |
|                                            | Added Property Tax       |                         |                        |                     | -                       |
|                                            |                          |                         |                        |                     | -                       |
| Overpayments applied to 2003 bill          |                          |                         | 44,961.63              |                     | 44,961.63               |
|                                            |                          |                         |                        |                     | 0.00                    |
| Payments in Lieu of Taxes                  |                          | 14,833.30               |                        |                     | 14833.30                |
| Interest and penalties on Delinquent Taxes |                          | 19,912.77               | 74,043.82              |                     | 93,956.59               |
|                                            |                          | <u>\$ 24,606,615.28</u> | <u>\$ 1,418,073.18</u> | <u>\$ 35,959.72</u> | <u>\$ 26,060,648.18</u> |
| -CR-                                       |                          |                         |                        |                     |                         |
| Remittances to Treasurer                   |                          |                         |                        |                     |                         |
|                                            | Property Taxes           | \$ 22,940,620.56        | \$ 717,256.44          |                     | \$ 23,657,877.00        |
|                                            | Yield Taxes              | 15,049.99               |                        |                     | 15,049.99               |
|                                            | Land use change taxes    | 149,500.00              |                        |                     | 149,500.00              |
|                                            | Interest and Penalties   | 19,912.77               | 74,043.82              |                     | 93,956.59               |
|                                            | Gravel Yield Tax         | 301.52                  |                        |                     | 301.52                  |
|                                            | Overpayments in 2001     | 44,961.63               |                        |                     | 44,961.63               |
|                                            | Added Property           |                         |                        |                     | -                       |
|                                            | Payment in Lieu of taxes | 14,833.30               |                        |                     | 14,833.30               |
|                                            | Liens                    |                         | 524,870.65             |                     | 524,870.65              |
| Abatements                                 |                          |                         |                        |                     | -                       |
|                                            | Property Taxes           | 2,111.27                | 56,940.64              |                     | 59,051.91               |
|                                            | Yield Taxes              |                         |                        |                     | 0.00                    |
|                                            | Land use change taxes    | 7,000.00                |                        |                     | 7,000.00                |
|                                            | Gravel Taxes             |                         |                        |                     | 0.00                    |
|                                            | Over Short Adjustments   | 60.22                   |                        |                     | 60.22                   |
| Overpayments                               |                          |                         | 44,961.63              |                     | 44,961.63               |
| Uncollected taxes-December 31, 2003        |                          |                         |                        |                     |                         |
|                                            | Property Taxes           | 1,412,264.02            |                        |                     | 1,412,264.02            |
|                                            | Yield Taxes              | 0.00                    |                        |                     | 0.00                    |
|                                            | Land use change tax      | 0.00                    |                        |                     | 0.00                    |

|                  |                         |                        |                         |
|------------------|-------------------------|------------------------|-------------------------|
| Elderly tax lien | 0.00                    | 35,959.72              | 35,959.72               |
| Added Taxes      | 0.00                    |                        | 0.00                    |
| Gravel Taxes     | 0.00                    |                        | 0.00                    |
|                  | -                       | -                      | -                       |
|                  | <u>\$ 24,606,615.28</u> | <u>\$ 1,418,073.18</u> | <u>\$ 35,959.72</u>     |
|                  |                         |                        | <u>\$ 26,060,648.18</u> |

UNAUDITED

**REPORT OF THE TOWN CLERK**  
**YEAR ENDING DECEMBER 31, 2003**  
**(UNAUDITED)**

|                                 |                       |
|---------------------------------|-----------------------|
| Auto Registrations              | \$1,940,883.50        |
| Municipal Agent Fees            | 21,973.50             |
| Titles                          | 7,452.00              |
| Dog License                     | 5,532.00              |
| Vital Statistics                | 3,691.00              |
| Uniform Commercial Code Filings | 5,875.00              |
| Miscellaneous Income            | 1,496.97              |
| Total Fees Collected            | <u>\$1,986,903.97</u> |
| (UNAUDITED)                     |                       |

**Town of Milford  
Tax Collector's Report  
December 31, 2003  
SUMMARY OF TAX LIENS**

| -DR-                                            | <u>2002</u>  | <u>2001</u>  | <u>2000</u>  | <u>PRIOR</u> | <u>Totals</u>  |
|-------------------------------------------------|--------------|--------------|--------------|--------------|----------------|
| Unredeemed Pty Taxes January 1, 2003            | 0.00         | \$262,838.19 | \$113,606.57 | \$111,007.12 | \$487,451.88   |
| O.K. Tool Co.                                   |              |              |              | 221,719.43   | 221,719.43     |
| Unredeemed Yield Taxes January 1, 2003          | 0.00         | 0.00         |              | 0.00         | 0.00           |
| Unredeemed Elderly Liens January 1, 2003        | 7,779.65     | 7,509.76     | 7,061.09     | 13,609.19    | 35,959.69      |
|                                                 |              |              |              |              | 0.00           |
|                                                 |              |              |              |              | 0.00           |
| Property Tax Liens April 28, 2003               | 558,222.03   |              |              |              | 558,222.03     |
| Yield Tax Liens                                 |              |              |              |              | 0.00           |
| Current Use Liens                               |              | 12,933.84    |              |              | 12,933.84      |
|                                                 |              |              |              |              | 0.00           |
|                                                 |              |              |              |              | 0.00           |
| Interest Collected After Lien-Pty Taxes         | 15,996.70    | 30,269.16    | 36,641.72    | 16,944.43    | 99,852.01      |
| Interest Collected Redemption C Use / Yield Tax |              |              |              |              | 0.00           |
|                                                 |              |              |              |              | 0.00           |
| Redemption Costs - Pty Taxes                    | 5,055.50     | 5,678.08     | 1,069.15     | 212.52       | 12,015.25      |
|                                                 |              |              |              |              |                |
|                                                 | \$587,053.88 | \$319,229.03 | \$158,378.53 | \$363,492.69 | \$1,428,154.13 |

-CR-

Remittances to Treasurer:

|                                           |              |              |              |              |                |
|-------------------------------------------|--------------|--------------|--------------|--------------|----------------|
| Redemptions-Pty Taxes                     | \$201,041.58 | \$136,204.04 | \$88,804.83  | \$29,949.46  | \$455,999.91   |
| Interest and costs after lien-Pty Taxes   | 21,052.20    | 35,947.26    | 37,710.87    | 17,156.95    | 111,867.28     |
| Redemptions-Yield Taxes                   |              |              |              | 0.00         | 0.00           |
| Interest and costs after lien-Yield Taxes |              |              |              | 0.00         | 0.00           |
| Redemptions-Current Use                   |              | 11,200.00    |              | 0.00         | 11,200.00      |
| Interest Current Use Redemption           |              | 1,733.84     |              | 0.00         | 1,733.84       |
| Abatements                                | 2,000.97     | 225.72       | 61.47        | 0.00         | 2,288.16       |
| Unredeemed Pty Taxes 12/31/2003           | 355,179.48   | 126,408.41   | 24,740.27    | 81,057.66    | 587,385.82     |
| O.K. Tool Co.                             |              |              |              | 221,719.43   | 221,719.43     |
| Unredeemed Yield Taxes 12/31/2003         | 0.00         | 0.00         | 0.00         | 0.00         | 0.00           |
| Unredeemed Current Use Liens 12/31/2003   | 0.00         | 0.00         | 0.00         | 0.00         | 0.00           |
| Unredeemed Elderly Liens 12/31/2003       | 7,779.65     | 7,509.76     | 7,061.09     | 13,609.19    | 35,959.69      |
|                                           | \$587,053.88 | \$319,229.03 | \$158,378.53 | \$363,492.69 | \$1,428,154.13 |

**UNAUDITED**

# **WADLEIGH MEMORIAL LIBRARY**

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49 Nashua Street Milford, NH 03055-3753  
Website: [www.wadleigh.lib.nh.us](http://www.wadleigh.lib.nh.us)

Phone # 603-673-2408  
Fax # 603-672-6064  
Email: [wadleigh@wadleigh.lib.nh.us](mailto:wadleigh@wadleigh.lib.nh.us)

## **~ 2003 REPORT ~**

2003 was a busy and challenging year for the Library. New systems and old problems as well as returning programs and new offerings kept the Library staff, volunteers, and Trustees busy.

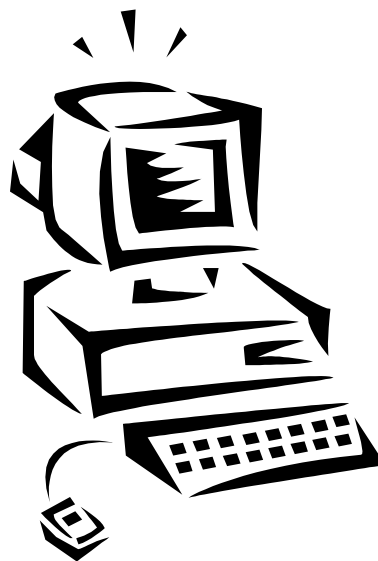
### **Library Systems and Building**

A major GMILCS software upgrade was implemented early in the year and associated required hardware upgrades have now been completed. The Library staff is to be commended for working diligently through a long transition to the new software; major issues were successfully addressed, and the system now works nicely. Patron patience through this difficult period was very much appreciated.

Old problems having to do with the design of the roof of the 1986 addition continue to plague us as leaks resurface periodically. Short-term fixes are in place, but permanent fixes must wait. New lighting on the main floor was installed and significant energy savings has been realized as a result. Library space needs were updated so that planning for future building expansion could get underway. While space is an ongoing concern, some respite was found this year with a new system for video and DVD storage, which has made available some badly-needed floor space near the circulation desk. We had historic maps of Milford and Hillsborough County restored for display in the Library.

### **Programs and Services**

The number of patrons using Library services, in particular Library computers with their fast Internet connection, increased tremendously. We now have terminals in virtually every available corner of the Library and demand usually exceeds supply. Staff members often must ask users to end their sessions so that waiting patrons can have a turn online. While circulation was down slightly from the prior year, we still saw a healthy circulation increase looking back over the last five years. Recreational reading and children's books remain very popular and the many Library programs and book groups continue to be well attended. The Summer Reading Program enjoyed another successful partnership with the Milford schools and saw the participation of over 500 children. The Acoustic Café continued its previous success and is now in its fifth season, bringing acoustic music fans together in our Library.



### **Property**

The 39 Nashua Street building continues to house the Milford Mediation Program, Welfare Department, and Host Homes Program, providing badly needed space for those Town offices. Light renovation to the two-apartment building at 91 Nashua Street has been completed and both units are rented. Although the property was purchased so that the land would be available for a future building expansion, we enjoy a very good return on investment for the purchase due to the continuing rental income from the apartment units. That income continues to be set aside for future Library expansion. The Library began in 2003 to benefit from impact fees on new development.

### **People**

After two full terms and several years as Chair, Cara Barlow stepped down from the Board of Trustees. Kelly Richey joined the returning Trustees. The Nashua West Rotary Club honored both Art Bryan and Phyllis Baker as Town of Milford exemplary employees for 2003. Former Children's Librarian and Assistant Librarian Ruth Richardson passed away; she served the Town and Library for 33 years.

### **Conclusion**

The coming year will see us continue to look for additional temporary measures to make the most of the space we have. Our primary challenge is to continue to assess the community's future needs for Library services so that we can make appropriate plans for building expansion. There will be many opportunities for residents to participate in the planning process and we welcome any and all in this long-term endeavor.

Respectfully submitted,

Sandra Hardy, Chair

# *Wadleigh Memorial Library*

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49 Nashua Street Milford, NH 03055-3753  
Website: [www.wadleigh.lib.nh.us](http://www.wadleigh.lib.nh.us)

Phone # 603-673-2408  
Fax # 603-672-6064  
Email: [wadleigh@wadleigh.lib.nh.us](mailto:wadleigh@wadleigh.lib.nh.us)

## **~ Director's Report 2003~**

Technology proved to be both wonderful and terrible for the Library in 2003. In December 2002, we, as part of the GMILCS Library consortium, changed automation systems. What was billed as a major upgrade turned into a major nightmare that lasted through much of 2003, as various problems with the software and the network caused hang-ups, crashes, and slow system response that made life miserable for patrons and staff alike. By late in the year we had upgraded our network and our staff computers. The GMILCS staff had done a masterful job fixing what software problems they could and they put intense pressure on the system vendor to really fix things. It all came together in December 2003 and things now work well!

We saw increasing change in the way Library services are used in this digital age. Recreational reading and children's services remained very strong while traditional reference services shifted to online and Internet based resources. Actual circulation of books and materials decreased slightly from 2002, largely due to a slowly improving economy. The number of people who came into the Library to use resources here increased by a full 10%. Access to high speed Internet at the library seems to be a contributing factor.

At the beginning of the year, we completed the retrofit of the Library's lighting with energy efficient ballasts, tubes, and bulbs as a part of Public Service of New Hampshire's Pay As You Save program. This has resulted in much better and more even lighting in the building and we have noticed real savings in the electric bill. The "Soldiers and Sailors Memorial Fountain" and light got a much-needed overhaul at the beginning of summer and it is working flawlessly for the first time in a number of years. Badly worn carpet was replaced in the Keyes Meeting Room and the Conference Room. Stained and soiled fabric chairs and a sofa were replaced after 17 years of hard use. Outdoor receptacles for trash and smoking materials were purchased to help keep the grounds clean. The backup battery system for emergency lighting was replaced after it failed. Major changes were made in the way videos and music CDs were packaged and displayed, resulting in a little more badly needed free floor space and a better workflow for the staff.

The Trustees and staff completed an update of the Long Range Plan and started seriously working on building expansion plans. There was much discussion of the implications of the USA Patriot Act as it affected the privacy of Library patrons. Internet policy was revised to reflect changes in Federal law as interpreted by the US Supreme Court. The trustees commissioned an update of the index of Milford Death Records, originally created in 1990 by Thomas Belt. This heavily used resource will be greatly expanded and should be ready for use by mid 2004.

Terrie Marietta joined the staff mid-year as a part-time Library Assistant. The Nashua West Rotary Club honored Director Art Bryan and Technical Services Chief Clerk



Phyllis Baker as Town of Milford exemplary employees for 2003. Ruth Richardson passed away. She had worked as Children's Librarian and Assistant Librarian over a span of 33 years. Trustee Chair Cara Barlow left the Board of Trustees after completing her second term and Kelly Richey was elected as a new Trustee. Trustees Sandra Hardy and Tim Barr were re-elected for three-year terms.

Respectfully submitted,

Arthur L. Bryan

Director

Wadleigh Memorial Library

Wadleigh Memorial Library  
2003 Circulation Statistics

|                    |            |                          |         |
|--------------------|------------|--------------------------|---------|
| Books-Adult        | 56,489     | Interlibrary Loan        |         |
| Books-Juvenile     | 62,715     | Borrowed                 | 996     |
| Periodicals        | 4,574      | Loaned                   | 3,148   |
| Audio Books        | 9,201      |                          |         |
| Juvenile Cassettes | 1,132      | Total Interlibrary loan  | 4,144   |
| Kits               | 1,504      |                          |         |
| Videos             | 25,066     | Registered patrons       | 4,886   |
| Compact Discs      | 3,974      |                          |         |
| Other              | 28         | Patron visits to library | 141,922 |
| Museum Passes      | <u>216</u> |                          |         |

Total Circulation 164,899

|             |          |        |              |
|-------------|----------|--------|--------------|
| Programming | Programs | People |              |
| Adult       | 75       |        | 1,175        |
| Young Adult | 28       |        | 326          |
| Juvenile    | 238      |        | <u>6,847</u> |

Total attendance 8,348

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Wadleigh Memorial Library  
Holdings December 31, 2003

|                 |        |
|-----------------|--------|
| Adult Books     | 44,122 |
| Juvenile Books  | 21,887 |
| Reference Books | 2,600  |

Total Books 68,609

|                                      |        |
|--------------------------------------|--------|
| Magazines & Newspapers Subscriptions | 199    |
| Back issues                          | 11,930 |

Audio Visual Holdings 12/31/2003

|                    |       |
|--------------------|-------|
| Music CDs          | 1,437 |
| Audio Books        | 1,586 |
| Video Cassettes    | 2,211 |
| DVDs               | 234   |
| Kits               | 207   |
| Juvenile Cassettes | 229   |

|            |        |         |       |       |
|------------|--------|---------|-------|-------|
| Microforms | Titles | Volumes | Units |       |
| Microfilm  | 15     | 202     |       | 906   |
| Microfiche | 3      | 114     |       | 5,210 |
| Total      | 18     | 316     |       | 6,116 |

Pamphlets

2 drawers

Wadleigh Memorial Library  
Treasurer's Report  
2003

Library Revenue:

Town Appropriation \$ 535,239.00

Generated Income

Non Resident Cards \$ 5,019.50

Book Sale 1,378.00

Contributions & Gifts 125.00

Interest on Checking A/C 7.58

Keyes Fund Gift 500.00

Miscellaneous 1,900.08

8,930.16

Contribution from Trust Fund Income 20,687.83

Total Available \$ 564,856.99

Library Expenses

Personnel Costs \$ 361,867.39

Professional and Technical Services 29,341.59

Property Services 38,798.71

Other Services 9,570.43

Supplies 104,981.58

Capital Outlay 20,297.29 564,856.99

Ending Balance as of 12/31/03 \$ 0.00

Balance of 2003 Trust Fund Income Held by Trustees on 12/31/03 \$ 312.17

UNAUDITED

Other Library Funds  
2003  
Special Fund

|                    |                     |
|--------------------|---------------------|
| Balance 1/1/2003   | \$ 16,849.63        |
| Receipts           | 14,632.24           |
| Interest           | 28.61               |
| Disbursements      | <u>(9,118.63)</u>   |
| Balance 12/31/2003 | <u>\$ 22,391.85</u> |

Tarbell Fund

|                    |                    |
|--------------------|--------------------|
| Balance 1/1/ 2003  | \$ 2,359.48        |
| Receipts           | 471.93             |
| Interest           | 2.88               |
| Disbursements      | <u>(858.80)</u>    |
| Balance 12/31/2003 | <u>\$ 1,975.49</u> |

Copy Fund

|                    |                    |
|--------------------|--------------------|
| Balance 1/1/2003   | \$ 2,028.27        |
| Receipts           | 3,672.91           |
| Interest           | 4.40               |
| Disbursements      | <u>(1,861.19)</u>  |
| Balance 12/31/2003 | <u>\$ 3,844.39</u> |

Trustee's Account

|                                   |              |
|-----------------------------------|--------------|
| Checking Account Balance 1/1/2003 | \$ 44,214.04 |
| Receipts                          | 34,984.69    |
| Interest Income                   | <u>54.91</u> |
| Total Available                   | 79,253.64    |

|                             |                     |
|-----------------------------|---------------------|
| Disbursements               | <u>40,337.69</u>    |
| Checking Balance 12/31/2003 | <u>\$ 38,915.95</u> |

|                           |                     |
|---------------------------|---------------------|
| NHPDIP Balance 1/1/2003   | \$ 29,118.68        |
| Interest Income           | <u>235.17</u>       |
| NHPDIP Balance 12/31/2003 | <u>\$ 29,353.85</u> |
| (UNAUDITED)               |                     |

# **WELFARE DEPARTMENT**

## **~2003 REPORT~**



**Background** - In New Hampshire, each town has a welfare office that is governed by State Statute (RSA 165), which reads, "Whenever a person in any town is poor and unable to support himself, he shall be relieved and maintained by the overseers of public welfare of such town, whether or not he has a residence there." As with all towns, Milford is legally obligated to assist people who qualify for aid, regardless of funds budgeted.

**The Budget** – Even though the Welfare Department over-expended its budget by approximately \$30,000, (20%), the amount expended in 2003 is slightly less than that in 2002. The number of residents applying for assistance remained about the same.

**Milford Assistance** - There are a number of factors which contribute to individuals qualifying for assistance, including unemployment and longer-than-normal time in securing new positions, increased rental costs, high child care costs, and lengthy turn-around time from Social Security and State Welfare. Other contributing factors include the fact that wages are not keeping up with the cost of living, prescription costs are increasing, and fewer people have private health insurance. Due to a cold start of winter, residents needed heating assistance prior to the commencement of Southern New Hampshire Services' Fuel Assistance program, which meant the Town expended more than anticipated in a short time on heating costs.

**Role of a Welfare Official** - On a positive note, a number of items were accomplished in 2003 including updating guidelines and using the new Welfare software, "MAPS," for the entire year, which allows for improved methods of obtaining statistics and producing state-approved forms. As Welfare Director, I actively participate in the Nashua Continuum of Care, Greater Milford Outreach (GMO), and the NH Local Welfare Administrator's Association. Through the GMO, I have partnered with other professionals to address the growing concern of homeless teenagers within the community. We are looking for ways to encourage them to stay in school and become employable, offer more education on the dangers and consequences of illegal drugs, and help them to gain self-esteem and become self-sufficient. In 2004, I look forward to working with Greater Nashua Interfaith Hospitality Network, which will be starting a shelter program in this area for homeless families.

The majority of time spent in the Welfare Department is meeting with clients and determining eligibility for assistance. Barriers are identified (i.e., what is making someone feel he/she needs to depend on welfare?) and eliminating those barriers. A pro-active approach is taken in trying to help people, not only with financial assistance, but also with referrals and finding ways to assist them in becoming more independent. Ongoing efforts include using new methods for improved case management, particularly for habitual welfare clients. I am also aggressively pursuing potential abuse within the welfare system and identifying ways to stop it, as well as acting on methods to recover costs from other sources (Medicaid, Social Security, liens, Welfare-to-Work programs, etc.).

**Thank You** - I would like to thank Sandy Morgan for volunteering throughout the year and Stephanie Guertin, who completed a summer internship at Milford Welfare.

Also, my appreciation goes to SHARE, Town Administrator Katie Chambers, and the Selectmen for their continued support.

**Statistics** - Definition of “client” is the household being represented – it could be an individual or a family. Some clients are assisted only one time, while others are assisted multiple times.

**Client Meetings** – Met with clients at scheduled appointments. 361

This figure is made up of 200 clients, of which 20% were denied.

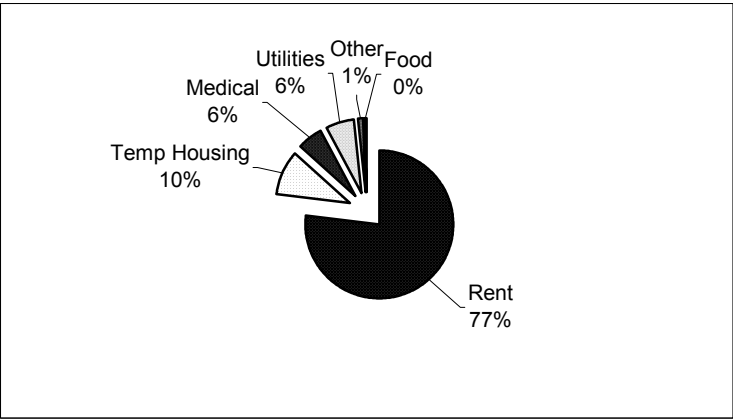
**No Shows** – Scheduled appointments, but clients failed to come in. 167

**Contacts** – Via phone or drop in. No financial assistance provided, but referred to other agencies. 162

**Quantity of Known Homeless** 8 clients (14 individuals)

|                   |            |                           |
|-------------------|------------|---------------------------|
| Rent              | \$131,895  |                           |
| Temporary Housing | 16,310     | (motels or shelters)      |
| Medical           | 9,786      |                           |
| Utilities         | 10,432     |                           |
| Other             | 2,245      | (burials, vehicles, etc.) |
| Food              | <u>782</u> |                           |

|                                    |           |
|------------------------------------|-----------|
| Total \$ expended on Direct Relief | \$171,451 |
| Budgeted Amount for Direct Relief  | \$142,536 |
| Percentage over-budget             | 20%       |



\* The dollar amounts for both Utilities and Food could potentially be higher, but a significant amount of clients are assisted via Southern NH Services and SHARE.

Respectfully Submitted, Maria Brown, Welfare Director